

COMPLAINTS UPDATE: 01/07/17 – 30/06/19

Reference	Subject Member	Complainant	Nature of complaint	Route	Outcome	Turn-around time (days)	Reparation
July 2017 to June 2018							
2017/08	Cllr A	Public	Councillor was disrespectful and unhelpful in pursuing a matter	MO and IP Review by second IP	Rejected – not acting as Councillor in respect of the matter being complained about (political activity) Agrees with initial outcome.	33 days 55 days	
2017/09	Cllr B	Public	Councillor was trying to influence a staffing matter in an organisation	MO and IP	Rejected – not acting as Councillor in respect of the matter being complained about (private capacity, supporting a friend)	41 days	
2018/01	Cllr C	Police officer	Councillor made disparaging remarks about non-UK citizens in the context of Ward complaints	MO and IP	Low level breach coupled with informal resolution – Cllr to monitor use of language, and to offer an immediate apology to the police officer for any offence caused.	27 days	Immediate apology offered and acknowledged
2018/02	Cllr D	Public	Councillor is influencing	MO and IP	Referred to police for criminal		No grounds for

			planning applications (allegation of corrupt practices)		investigation		police to pursue. Allegation found to be malicious, and written under a false name
2018/04	Cllr E	Public	Councillor chairing community meeting was rude and refused participation to complainant	MO and IP	No breach disclosed. Councillor chaired the meeting professionally and was entitled to be "robust" when complainant would not curtail her contributions	21 days	
				Review	Original outcome upheld	12 days	
2018/05	Cllr F	Staff	Councillor made racist and offensive remarks before a Police & Crime Panel meeting	Full Hearing	Case proceeded to full hearing. Multiple breaches of the Code of Conduct found – Disrespect; failing to uphold equality; failing to show leadership; bringing the Council into disrepute	Five months	Councillor removed from all outside appointments

July 2018 to June 2019

2018/06	Cllr G	Staff/Union Rep	Cllr chaired disciplinary panel hearing in a biased and unprofessional manner	MO and IP	Complaint rejected - no potential breach of the Code of Conduct evidenced. Cllr chaired the meeting professionally in circumstances where the complainant's style demanded robustness.	38 days	
2018/07	Cllr H	Staff	Cllr overstepping boundaries by directing Community Centre staff on how to do their work, and being overly critical	MO and IP	Low level breaches of the Code of Conduct – failing to show respect for officers, failing to maintain proper officer/Member boundaries. Conduct was not malicious. Resolved through M.O. advice, and acknowledgement on the part of the Cllr.	Four months	Guidance given by M.O. to Cllr on boundaries, and subsequently incorporated into Member-wide induction training.
2018/08	Cllr I	Public	Cllr bullying complainant and implying that future Ward funding would be withheld	MO and IP Review	Complaint rejected- no breach disclosed. Clash between complainant and Cllr was “party political” in nature and not connected to the business of the Authority. Original outcome upheld.	Six weeks 12 days	Cllr offered to repair relationship with complainant. Complainant disinterested.
2019/03	Cllr J	Public	Cllr failed to	MO and IP	Complaint rejected. Matter was	21 days	

			acknowledge or deal with matter	Review	I.T. related and nothing to do with Ward business. Councillor could not resolve it, and complainant had already separately raised it with officers, and received a reply. Original outcome upheld	15 days	
2019/05	Cllr K	Cllr	Member was rude and aggressive to colleague at Council meeting and at site visit	MO and IP	Complaint rejected – exchange at Council meeting was appropriate in tone and content. Exchange at site visit was mutually heated and one between political colleagues rather than in a Councillor capacity		
2019/06	Cllr K	Public	Cllr's election leafleting improperly utilised Council resources for political purposes	MO and IP	Complaint rejected. Two leaflets were promotional but made no reference to forthcoming Elections. Self-promotion (at party-political expense) is not improper. The third leaflet was produced for the Election and no Council contact information was included, and the title "Cllr" was removed.	14 days	
2019/11	Cllr L	Public	Organisation of which Cllr is a Trustee has	MO and IP	Complaint rejected. No evidence that Cllr aware of the	8 days	

			posted homophobic and offensive commentary		offensive commentary. Cllr cannot be guilty by mere association. Furthermore, Cllr not acting in official capacity as a Cllr when exercising Trustee role.		
2019/12	Cllr M	Public	Cllr failing to declare income streams and gifts on Register of Interests	MO and IP	Low level breach not warranting further investigation. Cllr misunderstood some of the guidance on declaring interests, whilst some of the alleged activity was unfounded	27 days	Cllr updated and published revised Register, and received fuller guidance on "interests" from the M.O.