

**COMPLAINTS UPDATE - OCTOBER 2021 – APRIL 2022**

Reference	Subject Member	Complainant	Nature of Complaint	Route	Outcome	Turnaround (working days)	Reparation/ Lessons
<b>2021</b>							
11/2021	Cllr 1	Public	Wide-ranging complaint about Cllr's alleged lack of support to pursue a contentious Ward matter	MO + IP & Review	Rejected - no breach of the Code. (i) Complainant was chasing Cllr repeatedly and unreasonably over the same issues that they were pursuing through multiple other channels; (ii) Cllr was securing answers to the issues through expert officers, which is perfectly acceptable.	22	
12/2021	Cllr 2	Public	Wide-ranging complaint about Cllr's alleged lack of support to pursue a contentious Ward matter	MO	Rejected – no breach of the Code. Failure to attend local protest events is not a breach of the Code.	6	
<b>2022</b>							
02/2022	Cllr 3	Public	Cllr behaviour at a community event	Pending	Case held in abeyance because police are investigating cross-allegations		
03/2022	Cllrs 4,5,6	Public	Lack of help or contact from three Councillors over issues	MO + IP	Pending		