

COMPLAINTS UPDATE – February 2025

Reference	Subject Member	Complainant	Nature of Complaint	Route	Outcome	Turnaround (working days)	Reparation/ Lessons
30/2023	Cllr 1	Cllr	Disrespectful remark made to opposition Cllr during sensitive debate at Full Council	MO/IP	Code engaged. Low-level breach not warranting formal investigation, and written apology forthcoming from subject Cllr	40	Chair of meeting did seek immediate retraction/apology at the meeting, which would have resolved the matter earlier
34/2023	Cllrs 2, 3	Cllr	Derogatory remarks about Cllr overheard by that Cllr on exiting Town Hall after Council meeting	MO/IP	Complaint rejected because Cllrs 2 and 3 were not acting in their capacity as Cllrs when exchanging those derogatory remarks.	36	(Note this arises from the same debate that was under discussion in complaint 30/2023) Advice given by MO that Cllrs must exercise care when talking as private /political colleagues if they are in a public space
05/2024	Cllrs 4,5,6	Member of public	Failure of Ward members to address request for help	MO/IP	No breach disclosed. One Cllr became ill during the relevant period. Co-Cllrs had assumed the first Cllr was dealing with it. Council cyber-attack compounded issues when first Cllr's illness precluded them from getting network access restored.	30	MO wrote to Whip to instil better communication/discipline about autoreplies on e-mails and alternative contact mechanisms when a Cllr is out of action. Co-Cllr took-up the case.

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07/2024	Cllr 7	Member of public	Ward Cllr completely unresponsive to e-mails	MO/IP	No breach, but apology owed and provided for failure to communicate. The substantive issue was a Planning matter, and the complainant's objections (albeit not responded to by the Cllr) were received and taken on board by the Planning officer before a decision was made.	20	MO wrote to the Cllr and the Group Leader to set some expectations for "customer care" when a Cllr is experiencing I.T. issues, or is otherwise temporarily unavailable
14/2024	Cllr 8	Cllr	Cllr felt threatened and intimidated by Co-Ward Cllr threatening to "report" them for misconduct	MO/IP	No Breach.	20	

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15/2024	Cllr 9	Staff	Behaviour of Cllr at a briefing meeting was disrespectful and breached confidentiality	Investigation	(pending)	N/A	