

## Standards Committee 30.01.14: Complaints Update

### Complaints received since 05.11.13

Case name/ number	Date complaint received	Nature of complaint	Outcome	Date completed
2013/14	5.11.13	Complaint from member of public about delays in Member dealing with case to the Housing Ombudsman.	Code of Conduct engaged and resolved through "informal resolution" by way of an apology.	18.12.13
2013/15	20.11.13 (initial complaint) 20.12.13 (subsequent complaint)	Complaint from member of the public about delays in responding to issues raised with Member.	Informal resolution and apology. Initial complaint responded to on 19.12.13 but further issues were subsequently raised by complainant which the Member has been given opportunity to respond to.	19.12.13 (for initial complaint)  Subsequent additional issues ongoing.
2013/16	27.11.13	Complaint by member of public about two Councillors regarding failure to respond to requests for assistance and failure to return phone calls.	Councillor (1) Code of Conduct engaged. Informal resolution by way of apology and physical meeting. Complainant satisfied with this outcome. Councillor (2) has been asked to respond to complaint by 7 <sup>th</sup> February (delay due to period abroad).	Councillor (1) 13.1.13 (date of final face to face meeting)  Councillor (2) Ongoing
2013/17	12.12.13	Complaint by member of public alleging Councillor's actions in dealing with a funding bid were motivated by self-interest and biased as opposed to the public interest. Also failed to declare relevant interests.	Complaint has been referred for full investigation. A suitable investigator is current being sourced.	Ongoing

