###### COMPLAINT FORM to report a possible breach of the Code of Conduct by a Councillor of South Norfolk District Council or a town or parish council within the District.

##### Your details

1. Please provide us with your name and contact details

|  |  |
| --- | --- |
| **Title:** |       |
| **Full name:** |       |
| **Address:** |       |
| **Telephone number:** |       |
| **Email address:** |       |

Your **address and contact details** will not usually be released unless necessary to deal with your complaint.

However, we will tell the following people that you have made this complaint and provide details of it:

* the member you are complaining about
* the parish or town clerk (if applicable)

In the interests of fairness and natural justice, we believe members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint.

Usually we will tell them your name and give them a summary of your complaint. We may give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 5 of this form.

1. Please tell us which complainant type best describes you:

[ ]  Member of the public

[ ]  An elected or co-opted member of an authority (including a parish council)

[ ]  Other council officer or authority employee

[ ]  Other (     )

Please note we only handle complaints raised by individuals and not organisations as a whole. If an organisation wishes to complain, they should nominate one individual to act as the co-ordinator for their complaint.

# Making your complaint

1. Please provide us with the name of the member you believe has breached the Code of Conduct and the Council they belong to. If you wish to complain about multiple councillors, please use separate forms for each individual complaint:

|  |  |  |  |
| --- | --- | --- | --- |
| Title | First name | Last name | Name of Council  |
|       |       |       |       |

1. Please explain in this section (or on separate sheets) what the member has done that you believe breaches the Code of Conduct.

Please refer to the specific part of the Code you believe they have breached (you may contact the Parish Clerk or the Monitoring Officer to confirm which code the Council has adopted)

It is important that you provide all the information you wish to have taken into account by the Monitoring Officer and Independent Person when they decide whether to take any action on your complaint. For example:

* You should **be specific**, wherever possible, about exactly what you are alleging the member said or did. For instance, instead of writing that the member insulted you, you should state what it was they said.
* You should **provide the dates** of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
* You should confirm whether there are **any witnesses** to the alleged conduct and provide their names and contact details if possible.
* You should provide any **relevant** **background information and evidence**.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form.

**6.** **Only complete this next section if you are requesting that your identity is kept confidential**

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Monitoring Officer will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint. Anonymous Complaints will not be considered.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

|  |
| --- |
| Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:      |

**Additional Help**

**7**. Complaints must be submitted in writing. This includes electronic submissions. However, in line with the requirements of the Equalities Act, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing. We can also help if English is not your first language.

If you need any support in completing this form, please let us know as soon as possible.

**Email your completed form to:** monitoringofficer@southnorfolkandbroadland.gov.uk

Alternatively, you can post your form to: Emma Hodds, Monitoring Officer, South Norfolk Council, The Horizon Centre, Broadland Business Park, Peachman Way, Norwich NR7 0WF

**How information on this form is used**

South Norfolk Council takes your privacy very seriously and provides the following information in compliance with Data Protection Legislation.

Data provided by you will be used to assess your complaint and contact you at relevant stages of the complaint. This form and associated data collected during the progression of your complaint will be retained in line with agreed retention periods, as set out below:

For complaints that are unfounded or no action is required: destroy **3 years** after date of decision

For complaints that are upheld: destroy **6 years** after date of decision

We also share the data in the ways as indicted elsewhere on this form. Details of your complaint may be made public if the complaint is considered by the Council’s Standards Committee – we will notify you if that is the case.

Under data protection legislation you have the right to request access to, rectification, restriction, or objection to the processing of your personal data, as detailed on our Data Protection Policy. You can contact our Data Protection Officer, email data.protection@southnorfolkandbroadland.gov.uk. You also have the right to lodge a complaint with the regulator, the Information Commissioner’s Office.