

COMPLAINT FORM

Please fill in this form after reading the notes on completion attached.

Your details

1. Please provide us with your name and contact details

Your name	
Address:	
Daytime telephone:	
Evening telephone:	
Mobile telephone:	
Email address:	

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

- Member of the public
- An elected or co-opted member of an authority
- An independent member of the standards committee
- Member of Parliament
- Local authority monitoring officer
- Other council officer or authority employee
- Other (Please specify).....

3. Who you are complaining about

Please provide us with the name of the member(s) you believe have breached the Code of Conduct and the name of their authority:

Name(s):	Member(s) of:

4. Details of your complaint

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

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

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

Once completed it should be sent to:

Chairman of the Assessment Sub-committee
The Standards Committee
Office of the Chief Executive
Epping Forest District Council
Civic Offices
High Street
Epping
Essex CM16 4BZ

Notes on completing this form

Your address and contact details will not usually be released unless necessary or to deal with your complaint. However, we will tell the following people that you have made this complaint:

- The member(s) you are complaining about
- The monitoring officer of the authority
- The parish or town clerk (if applicable)

We will tell them your name and give them a summary of your complaint. We will 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 the form.

Making your complaint

You must explain what the member has done that you believe breaches the Code of Conduct. If you are complaining about more than one member you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the assessment sub-committee when it decides whether to take any action on your complaint. For example:

- § Which section of the Code of Conduct you believe has been breached and how.
- § 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.

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. We are unlikely to withhold your identity or the details of your complaint unless you have good reason

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The assessment sub-committee 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.

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.

What happens after you have submitted your complaint?

- You will receive an acknowledgement of your complaint;
- The relevant member and their Council will also be informed unless confidentiality has been granted;
- The initial assessment officer may contact you to clarify details of your complaint;
- In most cases, an Assessment Subcommittee will meet within 20 working days, to determine:
 - (1) Whether to refer the matter for investigation by the Council's Monitoring Officer; or
 - (2) Whether to refer the matter for investigation by the Standards Board for England; or
 - (3) Whether to refer the matter for other action, for example Training or local conciliation; or
 - (4) That no further action should be taken. If this is the case you will be notified and have further rights to appeal this decision.

Additional Help

Complaints must be submitted in writing. This includes fax and electronic submissions. However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

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

In the first instance contact:

Simon Hill
Initial Assessments Officer
Office of the Chief Executive
Epping Forest District Council
Civic Offices, High Street
Epping, Essex CM16 4BZ

Tel: 01992 564249

Email: shill@eppingforestdc.gov.uk