



COMPLAINT FORM

Your details

1. Please provide us with your name and contact details

Title:	
First name:	
Last name:	
Address:	
Daytime telephone:	
Evening telephone:	
Mobile telephone:	
Email address:	

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

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 6 of this form.

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 ()

3. Equality monitoring questions

The information requested in this part of the form is used for monitoring purposes only.

Please place a tick or cross in the appropriate boxes:

Gender: Male Female

Ethnic Origin: Bangladeshi Chinese Pakistani
 Black African Indian White
 Black Caribbean Irish
 Others (Please specify)

Disability?

Do you consider yourself disabled? Yes No

If yes, please give an outline of the nature of your disability:

Making your complaint

On a receipt of a complaint the Assessment Sub-Committee will decide whether the complaint appears to show a breach of the Code of Conduct and merits investigation. The Assessment Sub-Committee meets in private. The Assessment Sub-Committee will decide whether to:

- i) refer the complaint to the Monitoring Officer who will subsequently investigate it;
- ii) refer the complaint to the Standards Board for England; or
- iii) take no action in respect of the complaint.

Should the Assessment Committee decide to take no action in respect of the complaint you will get notice of such decision and the reasons for the decision.

You have the right to seek a review of the Assessment Sub-Committee's decision to take no action. Such a request must be made in writing within 30 days from the date of the Decision Notice advising that no action would be taken in respect of your complaint.

Where a request for review of an original decision is received a decision must be taken on the request for review within 3 months from the date the request was received.

A summary of your complaint will be given to the person who is the subject of the allegations. Notice will also be given, or the Standards Committee decisions, to the person who is the subject of the allegations. Any queries in respect of the process should be direct to the Monitoring Officer's Office. Telephone 01827 709 254.

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

Title	First name	Last name	Council or authority name

5. Please explain in this section (or on separate sheets) 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:

- 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.

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

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

6. 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 to believe that:

Your reasons will be considered by the Council's Corporate Information Security Officer.

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.

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 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.

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.

Contact Information:

In the first instance: Monitoring Officers Office 01827 709 254 or 01827 709 258. If there is no answer please call 01827 709 709 and leave your contact details. No other information is necessary.

e-mail: members-complaints@tamworth.gov.uk

Post in an enveloped marked Private & Confidential to: Chair of the Assessment Sub-Committee.

Fax: 01827 709 271 please be advised this fax is not secured.