

###### COMPLAINT FORM

**1. Your details**

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 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 three of this form.

Please tell us which complainant type best describes you:

Member of the public

An elected or co-opted member of an authority

Member of Parliament

Other council officer or authority employee

Other ( )

# 2. Making your complaint

A complaint is clearly a serious matter both for you and the member concerned. It is a complicated process and council staff can explain how it works in detail.

A simple summary of what will happen is:

Your complaint will be considered by the monitoring officer in consultation with the Independent Person and take a decision as to whether it merits an investigation or another course of action. This decision will normally be taken within 20 working days of receipt of a complaint. The Monitoring Officer may, in exceptional circumstances, refer the question of how to proceed to a Sub-Committee of the Standards Committee.

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 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

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 explain clearly what each individual person has done that you believe breaches the Code of Conduct.

It is important you provide all the information you wish to have taken into account. For example:

* You should be specific, wherever possible, about exactly what you are alleging the member said or did. For instance, instead of writing 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 time frame.
* 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.

**3. Confidentiality** *– only complete this section if you are want your identity to be kept confidential*

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:

* Strongly believe you are at risk of some form of reprisal, intimidation or physical harm if your identity is disclosed;
* Are an officer who works closely with the Member and is concerned about the possible consequences to your employment if your identity is disclosed;
* Suffer from a serious health condition and there are medical risks associated with your identity being disclosed.

Please note that requests for confidentiality will not be granted automatically and will be considered by the Monitoring Office. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

Please understand 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.

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

**4. 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.   
  
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.

**5. Contacts**

You should address your complaint to the Council’s Monitoring Officer, Paul Entwistle. His contact details are:

Paul Entwistle

Director of Legal Services

Oldham Council

Civic Centre

Room 328, Level 3

West Street

Oldham OL1 1UJ

Tel:  0161 770 4822

paul.entwistle@oldham.gov.uk