

COMPLAINT FORM

This form is to be used for making a complaint to the Standards Committee about a Telford & Wrekin Councillor and/or a Parish/Town Councillor within the Borough of Telford & Wrekin.

PLEASE SEND YOUR COMPLETED FORM AND ANY ADDITIONAL DOCUMENTATION IN SUPPORT OF YOUR COMPLAINT TO THE FOLLOWING ADDRESS:-

**The Chair of the Standards Committee
C/o The Head of Legal Services and Monitoring Officer
Legal Services
Telford & Wrekin Council
PO Box 215
Civic Offices
Telford TF3 4LF**

SECTION 1 - Your details

1 (a).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 may 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 may 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. We may also use your name in documentation that will be available to the public. 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.

1 (b). 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 ()

SECTION 2 – Your Complaint

2 (a). We have produced a guide to making a complaint that accompanies this complaint form. If the guide is not attached to this form you can obtain a copy by visiting www.telford.gov.uk or by contacting the Head of Legal Services and Monitoring Officer on (01952) 383200 (email jonathan.eatough@telford.gov.uk)

2 (b). 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

2 (c). 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 sub-committee when it decides whether to take any action on your complaint.

IMPORTANT NOTE - It is often possible to resolve complaints without recourse to formal investigation and hearing. In such cases it is important that appropriate action to seek to achieve resolution of the matter is undertaken without delay.

When setting out your complaint please advise if you are **NOT** willing for attempts to be made to seek early informal resolution of your complaint. If you do not so indicate, we **may** seek resolution of your complaint prior to it being submitted to the Referral Sub-Committee of the Standards Committee. To assist us in doing this it would be helpful if you could outline what particular action or remedy you are seeking by making this complaint.

Please provide us with the details of your complaint and complete all of the following sections if possible. Continue on a separate sheet if there is not enough space on this form. We suggest that you include the following –

- The date(s) when the incident(s) took place (if you can't provide an exact date then please give a general timeframe),
- The section(s) of the Code of conduct which you think has been breached,
- All of the details including the names and contact details of any witnesses (you will need to be specific about what exactly was said or done),
- Any relevant background information,
- Details of any documentation that you are including to support your complaint,
- What outcome you are seeking by making this complaint

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6. Please note that by completing this complaint form you are providing your consent for your name to be provided to the Councillor(s) who is subject to the complaint and for your name to be included in documentation that will be available to the public.

Only complete this next section if you are requesting that your identity is 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 have good reason to believe that providing this information would:

- put your personal safety at risk
- be contrary to the public interest
- in some way prejudice any investigation

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The 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:

7. 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.

If you need any of this information in large print or on tape, please contact us on (01952) 382121.

Minicom number (01952) 382500

Difficulty in speaking English?

Please contact us about our Translation and Interpretation Services on (01952)383255

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SIGNED

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DATE

