



COMPLAINT FORM – CODE OF CONDUCT

If you want to complain about the conduct of a member of Shropshire Council or about a member of a parish or town Council within Shropshire (excluding Telford & Wrekin) please complete this form and return it to the Monitoring Officer of the Council at the address shown at the end of this 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 member(s) you are complaining about that you have made this complaint:

We will tell them your name and 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.

2. Please tell us which complainant type best describes you but placing a cross in the relevant box:

- Member of the public
- An elected or co-opted member of an authority
- Member of Parliament
- Local authority Monitoring Officer
- Other council officer or authority employee
- Other ()

Making your complaint

3. When we receive your complaint, we will write to you to let you know that we have received it. If your complaint is clearly not about the conduct of a member of this Council or a parish/town council within Shropshire, you will be advised whether another course of action is appropriate. If your complaint is about the conduct of a member of this Council or a parish/town council within Shropshire, the Monitoring Officer will complete her initial assessment of your allegation as soon as possible and may decide to do one of the following:

- Refer the allegation for investigation;
- Decide to take no action;
- pursue an alternative course of action in order to resolve the complaint informally.

The decision will be communicated to you in writing, together with information/instructions as to what will happen next.

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

4. 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 when the Monitoring Officer 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 evidence or 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

5. 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 are unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that to do so would be contrary to the public interest or would prejudice an investigation.

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.

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

6. 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.

This information can be made available in other formats if required.

If you need any support in completing this form, please let us know as soon as possible by phoning 01743 252733

Signed

Dated

Submission of this Form

7. After completion of this complaint form you should sign and date it and send it to :

Tim Collard
Assistant Director – Legal and Governance (Monitoring Officer)
Shropshire Council
The Shirehall
Abbey Foregate
Shrewsbury
Shropshire
SY2 6ND