

## COMPLAINT FORM

### Your details

1. Please provide us with your name and contact details:

|                           |  |
|---------------------------|--|
| <b>Title:</b>             |  |
| <b>First name:</b>        |  |
| <b>Last name:</b>         |  |
| <b>Address:</b>           |  |
| <b>Daytime telephone:</b> |  |
| <b>Evening telephone:</b> |  |
| <b>Mobile telephone:</b>  |  |
| <b>Email address:</b>     |  |

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 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 6 of this form.

2. Please tell us which of the following best describes you:

- a. Member of the public
- b. An elected or co-opted member of an authority
- c. An independent member of the Standards Committee
- d. Member of Parliament
- e. Local authority Monitoring Officer
- f. Other council officer or authority employee
- g. Other

### Making your complaint

3. Your complaint must be that the Member(s) has, or may have, breached the Code of Conduct. A copy of the Code of Conduct and frequently asked questions about the Code of Conduct are available at <http://www.standardsforengland.gov.uk/>

Complaints about dissatisfaction with a decision or action of the authority or one of its committees, a service provided by the authority or the authority's procedures do not fall within the jurisdiction of the Standards Committee. Complaints about the actions of people employed by the authority also do not fall within the jurisdiction of the Standards Committee.

To see the process the complaint would follow please see appendix 1.

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 |
|-------|------------|-----------|---------------------------|
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Complaints will generally be referred to an Assessments Sub-Committee to determine whether action or an investigation is required. The Assessment Sub-Committee can only deal with complaints about the behaviour of a Member. It will not deal with complaints about things that are not covered by the Members' Code of Conduct. If you make a complaint to the Assessment Sub-Committee it must be about why you think a Member has not followed the Code of Conduct. ¶

¶ The Assessment Sub-Committee will then meet to consider your complaint and decide whether it should be referred for investigation or other action. This will happen within an average of 20 working days of the date we receive your complaint. Meetings of the Assessment Sub-Committee are 'closed', which means that you will not be able to attend. It is therefore very important that you set your complaint out clearly and provide at the outset all the information you wish the Assessment Sub-Committee to consider. ¶

¶ When the Assessment Sub-Committee has reached its decision we will notify you in writing whether your complaint has been referred for investigation or other action. At the same time we write to you, we will also write to the Member(s) you have complained about [and the parish or town clerk (if applicable)]. We will send these letters within five working days of the Assessment Sub-Committee reaching its decision. The decision of the Assessment Sub-Committee is made available for public inspection once the Member the complaint is about has been given a summary of the complaint. In very limited ... [1]

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The Assessment Sub-Committee may decide to refer your complaint for 'other action' instead of referring it for investigation. Other action is a deliberately broad term that may include options such as requiring the person you have complained about to apologise or undergo training or mediation. The Assessment Sub-Committee will carefully consider the circumstances surrounding your complaint when deciding whether other action is appropriate. If the Assessment Sub-Committee decides to refer your complaint for other action we will explain what this involves.



**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:

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- You have reasonable grounds for believing that you will be at risk of physical harm if your identity is disclosed.
- You are an officer who works closely with the subject Member and you are afraid of the consequences to your employment or losing your job.
- You suffer from a serious health condition and there are medical risks associated with your identity being disclosed.

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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.

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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.

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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:

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**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.

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We can also help if English is not your first language.

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

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This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

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આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

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ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

આ માહિતીનો  
માટે કૃપા કર

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## Diversity Monitoring Form

Chorley Council wants to ensure that all its customers are treated fairly and no one is discriminated against unlawfully. We ask you to complete this form so that we can monitor the services we provide to you and improve them. The information you supply here is confidential and for monitoring purposes only

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1. Are you: Male  Female

2. Which of the following age groups do you belong to?

- Under 15
- 16 to 17
- 18 to 24
- 25 to 39
- 40 to 49
- 50 to 59
- 60 to 64
- 65 years and over

3. Do you have any long-standing illness, disability or infirmity?

*(Long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time.)*

Yes  No

a) If so, does this illness or disability limit your normal day to day activities in any way?

Yes  No

4. To which of these groups do you consider you belong? *(Please tick one box only)*

- |   |  |   |  |
|---|--|---|--|
| <u>White</u>  |  | <u>Mixed</u>  |  |
| British <input type="checkbox"/>                    |  | White & Black Caribbean <input type="checkbox"/>    |  |
| Irish <input type="checkbox"/>                      |  | White & Black African <input type="checkbox"/>      |  |
| Other White Background <input type="checkbox"/>     |  | White & Asian <input type="checkbox"/>              |  |
| <i>(Please write in)</i>                            |  | Any other mixed background <input type="checkbox"/> |  |
|   |  | <i>(Please write in)</i>                            |  |
| <u>Chinese</u> <input type="checkbox"/>             |  |   |  |
|   |  | <u>Asian or Asian British</u>                       |  |
| <u>Black or Black British</u>                       |  | Indian <input type="checkbox"/>                     |  |
| Caribbean <input type="checkbox"/>                  |  | Pakistani <input type="checkbox"/>                  |  |
| African <input type="checkbox"/>                    |  | Bangladeshi <input type="checkbox"/>                |  |
| Any other Black background <input type="checkbox"/> |  | Any other Asian background <input type="checkbox"/> |  |
| <i>(Please write in)</i>                            |  | <i>(Please write in)</i>                            |  |

Any other ethnic group  
*(Please write in)*

5. What is your religion?

- |   |                                   |
|---|-----------------------------------|
| Christian <input type="checkbox"/>      | Buddhist <input type="checkbox"/> |
| Hindu <input type="checkbox"/>          | Jewish <input type="checkbox"/>   |
| Muslim <input type="checkbox"/>         | Sikh <input type="checkbox"/>     |
| Other religion <input type="checkbox"/> | None <input type="checkbox"/>     |
| <i>(Please write in)</i>                |                                   |

What is your postcode?