

## Protocol 12 (to become 11) of the Constitution

*Standards Committee proposed changes in red. Additional changes moved at Full Council on 9 July 2019 in blue.*

4.3 The Monitoring Officer may seek to resolve the complaint informally, without the need for a formal ~~investigation decision by the Assessment Sub-Committee~~. This may involve mediation or other suitable action, including training or an apology by the Member.

4.4 ~~When the matter is referred informally for informal resolution the Monitoring Officer will identify the time the complaint will be suspended for under paragraph 11.~~

4.5 Where the Member or the Council make a reasonable offer of local resolution, but the Complainant is not willing to accept that offer, the Monitoring Officer may take this into account in deciding whether the complaint requires formal ~~investigation determination~~.

4.6 The Monitoring Officer may decide not to take any further action on a complaint where, on the available information, it appears to be trivial, vexatious, malicious, politically motivated or 'tit for tat', and it would not be in the public interest, including particularly the efficient use of resources.

4.7 If the complaint identifies potential criminal conduct by any person, the Monitoring Officer may notify the Police or other regulatory agencies. ~~The usual timescales for accepting a complaint may be disapplied in such cases.~~

4.8 ~~If the complaint is not determined by alternative resolution or referral to the police or other regulatory agencies, or otherwise not taken forward, the recommendation of the Monitoring Officer on whether the complaint merits formal investigation shall be taken to a meeting of the Assessment Sub-Committee.~~