

Agenda Item No. 6

**Title: Standards Committee & Local Assessment
Procedure for the Receipt of Complaints**

**Reporting Officers: Tim Darsley, Corporate Director and Monitoring Officer
Sonia Sharp, Solicitor**

Purpose

Members are asked to consider and approve the draft procedure attached at Appendix B, a "Procedure for the Receipt of Complaints" within the Standards Committee and Local Assessment framework.

Background

This procedure is proposed so as to be able to deal with the initial discharge of administrative functions in relation to the initial assessment and review of an allegation that a member of the relevant Authority has failed to comply with the Code of Conduct. Adopting a procedure is recommended so that all persons involved in the process, whether they be the complainant, members of the relevant Authority, members of the public, or Officers or members of this Committee, may be clear as to the process to be followed and the consequent consistency should produce a process which is fair to all.

Effects on Strategies and Codes

None.

Risk Management Implications

The Authority is required by law to put in place a system for the local assessment of complaints and to operate that system in accordance with the legislation, regulations and guidance.

Financial Implications

There are no new financial implications.

Recommendation:

It is recommended that the Standards Committee & Local Assessment "Procedure for the Receipt of Complaints" is approved.