



# Complaint Form

## Members' Code of Conduct

<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>	

<b>Date of Complaint</b>	
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Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, it will be necessary (unless otherwise determined by the Monitoring Officer) to inform the following people that you have made this complaint:

- the Member(s) you are complaining about;
- the Monitoring Officer authorised representatives/advisors; and if necessary
- any investigator appointed; and/or
- witnesses involved in the investigation.

Please note that (unless otherwise determined by the Monitoring Officer) your name and a summary of your complaint (or in some cases where justified a full copy of your complaint) will be provided to those persons mentioned above.

If you have serious concerns about your name and a summary (or full copy of your complaint), or any details of your complaint being disclosed, please complete section 5 of this form.

1. Please tell us which statement best describes you:

- Member of the Public
- Elected or Co-Opted Member of an authority
- Member of Parliament
- Local Authority Monitoring Officer
- Other Council Officer or Council employee
- Other (       )

2. Equality monitoring questions - please fill in the monitoring form attached to this complaint form.

### **Making your complaint**

On receipt of your complaint the Monitoring Officer will be considered in accordance with the Council's Protocol: Arrangements for Investigating and Making Decisions in relation to allegation made under the Members' Code of Conduct.

Please return your completed complaint form to the Council's Monitoring Officer, by post or email, at the address shown at section 11 of this form.

3. Please provide us with the name of the Member(s) you believe have breached the Members' 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(s) has done that you believe amounts to a breach of the Members' Code of Conduct.

If you are complaining about more than one Member you should clearly explain what each individual Member has done that you believe amounts to a breach of the Members' Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the Monitoring Officer when he/she undertakes his/her Preliminary Assessment and Evaluation of your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the Member(s) said or did. For instance, instead of writing that the Member insulted you, you should state what was actually 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 background information or other relevant documentary evidence to support your allegation.
- If the conduct alleged took place over three months before submitting this complaint please explain why the complaint was not made sooner.

**DETAILS OF YOUR COMPLAINT:**

(Please note that the box will automatically expand as required)

**5. Only complete this next section if you are requesting that your identity is kept confidential**

In the interests of fairness and in compliance with the rules of natural justice, we believe a Member(s) who is complained about has a right to know who has made the complaint and the substance of the allegation(s) made against him/her. We are, therefore, unlikely to withhold your personal details or the details of your complaint unless you have good reasons to believe that you have justifiable grounds, for example:

- to believe you may be victimised or harassed by the Member(s) against whom you are submitting a written complaint (or by a person associated with the same);
- the matter is the subject of an investigation by another public body e.g. the Police and that investigation may be prejudiced as a result of disclosure; or
- you believe that you may receive less favourable treatment from the Council because of the seniority of the Member(s) against whom you are making the complaint.

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, and will then contact you with the decision. If your request for confidentiality is not granted, you will usually be afforded the opportunity of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is serious, the Monitoring Officer can proceed with an investigation or other action and disclose your name even if you have expressly asked that it remains confidential.

**Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:**  
(Please note that the box will automatically expand as required)

## 6. Remedy Sought

Please indicate the remedy or remedies you are looking for or hoping to achieve by submitting this complaint.

**Please provide details of the remedy sought:**  
(Please note that the box will automatically expand as required)

## 7. Additional Help

Complaints must be submitted in writing. This includes fax and electronic submissions. However, in line with the requirements of the Equality Act 2010, reasonable adjustments will be made to assist you, should 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 contact the Monitoring Officer as soon as possible.

## 8. Process from here

Once a valid complaint relating to an alleged breach of the Members' Code of Conduct has been received by the Monitoring Officer, it will be assessed and

evaluated by the Monitoring Officer in accordance with the Council's Protocol: Arrangements for Investigating and Making Decisions in relation to allegation made under the Members' Code of Conduct.

The Monitoring Officer may seek clarification or further information from you.

The Monitoring Officer will decide whether the complaint:

- (i) should be dealt with by local resolution;
- (ii) is frivolous and/or vexatious;
- (iii) can be dealt with by adopting another approach that is considered more effective and/or efficient; or
- (iv) is appropriate to be referred for investigation.

You will be informed of the Monitoring Officer's decision in writing and any applicable next steps in the process.

(Please note that the Council's Protocol: Arrangements for Investigating and Making Decisions in relation to allegation made under the Members' Code of Conduct, is available on the Council's website and details the process and procedures for dealing with complaints).

## **10. Contact Details:**

**Bill Norman**

Monitoring Officer and Proper Officer

Wirral Council  
Town Hall  
Brighton Street  
Wallasey  
Wirral  
CH44 8ED

Tel: 0151 691 8498  
Fax: 0151 691 8482  
E-mail: [billnorman@wirral.gov.uk](mailto:billnorman@wirral.gov.uk)

**Improving Access to Services Monitoring Form**

**Why is the council asking you for information?**

We want to ensure that all Wirral residents can access all of our services, and to ensure you all receive an appropriate and relevant service dependent upon your needs.

We need your help in order for us to do that.

We are asking you to provide us with vital personal information, which will be anonymous and cannot be attached to your name or address. We need this information to build a picture of who uses our services. This will also help us to identify which local communities are not accessing our services and why.

The information you provide is voluntary, you do not have to complete some or all of the questions.

However, the more information you provide the more we can ensure continuous improvements to our services.

**1. Which council service are you enquiring about?**

**2. Your Gender**

Male  
 Female  
(please tick one box)

YES / NO Is your gender identity the same as the gender you were assigned at birth? (please delete as appropriate)

**3. Your Age**

Please state your date of birth

#### **4. Your Ethnicity**

(Please tick one box or state your ethnicity)

##### **A. White**

- English
- Other British
- Irish
- ] Any other White background (please state)

##### **B. Mixed**

- White & Black Caribbean
- White & Black African
- White & Asian
- ] Any other Mixed background (please state)

##### **C. Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi
- Chinese
- ] Any other Asian background (please state)

##### **D. Black or Black British**

- Caribbean
- African
- ] Any other Black background (please state)

##### **E. Other Ethnic Group**

- Arab
- Gypsy / Romany / Irish Traveller
- ] Any other Ethnic Group (please state)

### **5. Your Disability**

Do you consider yourself to be a disabled person?

YES / NO (please delete as appropriate)

### **6. Your Sexual Orientation**

- Heterosexual
- Lesbian or Gay
- Bisexual

(please tick one box)

### **7. Your Religion or Belief**

What is your religion?

- None
- Christian (including Church of England, Catholic, Protestant & all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- ] Any other religion (please state)

What is your belief?

- Humanist
- Atheist
- Agnostic
- Pagan
- ] Any other belief (please state)

**Thank you very much for completing this form**