**APPENDIX 2**

**STANDARDS COMPLAINT PROCESS FLOWCHART**

Complaint Submitted on Model Complaint form

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M.O will acknowledge receipt within 5 working days

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Complaint will be sent to Member within 5 working days of M.O receiving valid complaint. Member has 10 working days to provide written comments

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M.O undertakes initial assessment and evaluation within 10 working days

No investigation

M.O refers matter to Assessment Panel of Standards & Constitutional Oversight Committee

Informal resolution **End of Matter**

Formal investigation

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An I.O is appointed **(See Procedure for investigations)**

No finding of breach of Code of Conduct

Finding of breach of Code of Conduct

M.O + I.P review report

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**No further action**

Standards Panel Hearing **(See Procedure for hearing)**

KEY
M.O – Monitoring Officer
I.O – Investigating Officer
I.P – Independent person