Within 10 Working Days

Complaint submitted using complaint form to MO by email

MO acknowledges receipt and informs Subject Member

Complainant notified of outcome within 20 Working Days

Stage 1 - MO considers Preliminary Test Legal Threshold -
1. Is the person complained of a member of the Council?
2. Were they acting within their official capacity?
3. If the facts are established could the alleged conduct amount to a breach of the Code of Conduct?

If 1 or more of the tests failed no further action. MO informs the Complainant and Subject Member

Preliminary Tests met (Stage 1 Passed)

Complainant to be notified of outcome within 28 Working Days

MO considers matter merits local resolution

Stage 2 - Initial Assessment Criteria and Public Interest Test Considered.

If 1 or more of the Stage 2 Initial Assessments apply then no further action. MO informs Complainant and Subject Member

If none of the criteria apply

Within 28 Working Days

Stage 3 - consider referral for Formal Investigation. MO must consult Independent Person before referral. Either:

1. Informal Resolution e.g apology/training. Issue Decision Notice (consider if Initial Assessment Report is required)

2.. Appoint Independent Investigator to carry out an investigation in accordance with the Investigations Protocol. Issue Decision Notice (consider if Initial Assessment Report is required)

3. No further action - issue Decision Notice. MO to inform Complainant and Subject Member

Investigation completed within 8 weeks

Independent Investigator concludes there is no breach of the Code of Conduct. MO will write to Subject Member and Complainant confirming that there will be no further action

Independent Investigator confirms there is a breach of the Code of Conduct

Normally takes place within 8 weeks of the decision to proceed

Informal Resolution

Local Hearing

Report outcome to Governance & Ethics Committee (annual report, anonymised)

Report outcome to Governance & Ethics Committee

No breach – No further action

Breach Sanction Imposed

Report outcome to Governance & Ethics Committee (annual report, anonymised)

Report outcome to Governance & Ethics Committee