
B. Making your complaint

3. Please provide us with the name of the member(s) you believe have breached the Council's Code of Conduct:

Title	First name	Last name

4. Please explain in this section (or on separate sheet(s)) what the Member is alleged to have done that you believe breaches the Code of Conduct. If you are complaining about more than one member you should clearly explain what each individual person has done, with dates / witnesses to substantiate the alleged breach.

It is also important that you provide all the evidence you wish to have taken into account by the Monitoring Officer when s/he decides whether to take any action on your complaint or not. For example:

- § You should be specific, wherever possible; about exactly what you are alleging the member said or did. For instance, instead of writing that the member insulted you, you should state what it was they said or did to insult you.
- § 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(s).
- § If the allegation(s) being made occurred over 28 days of the alleged behaviour or conduct, clearly explain why the complaint was not made during that period of time.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form

Continuation sheet

Continue on separate sheet(s), as necessary

C. Confidentiality of complainant and the complaint details

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

5. In the interests of fairness and in compliance with the rules of natural justice, we believe members who are complained about have 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); or
- may receive less favourable treatment from the Council because of the seniority of the Member against whom you are submitting a written complaint in terms of any existing Council service provision or any tender / contract that you may have or are about to submit to the Council.

Please note that requests for confidentiality or requests for suppression of personal and complaint details will not automatically be granted. The Monitoring Officer will consider the request alongside the substance of your complaint and contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the opportunity, if you so wish, of withdrawing your complaint.

However, it is important to understand that - in exceptional circumstances, where the matter complained about is very serious - we may proceed with an investigation (or other action) and may have no choice but to disclose your personal and complaint details, because of the allegation(s) made, even if you have expressly asked us not to.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:

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Continue on separate sheet(s), as necessary

D. Remedy sought

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

Continue on separate sheet(s), as necessary

E. Additional information

7. Complaints must be submitted in writing. This includes fax and electronic submissions. Frivolous, vexatious and politically motivated tit-for-tat complaints are likely to be rejected.
8. In line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing. We can also help if English is not your first language.
9. If you need any support in completing this form, please contact the Monitoring Officer as soon as possible.

F. Process from here

- 10.** Once a valid complaint relating to an alleged breach of the Code of Conduct for Members has been received by the Monitoring Officer, it will be reviewed by the Monitoring Officer who may consult with the Independent Person before taking a decision on how to deal with the matter.
- 11.** The Monitoring Officer may decide to:
- (a) reject the complaint, with reasons;
 - (b) refer the complaint for informal resolution (mediation, apology etc);
 - (c) make appropriate referrals should the complaint reveal potential criminal conduct or breach of other regulations;
 - (d) refer the complaint for investigation.
- 12.** You will be notified of the decision and given information on any further stage(s) in the process at that time.

The Monitoring Officer
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