

Complaint Received

In writing, complainants name/address, who they are, who the complaint is about, details of the alleged misconduct (dates, other people present, supporting evidence).

Initial assessment - 2 stage test completed in 15WD

Can we?

Should we?

Acknowledgement (Ltr 1) sent to complainant setting out the process, confirming that the subject member will be notified unless there are compelling reasons why they shouldn't and confirm timescales. Notification (Ltr 2) sent to subject member of complaint and invite them to comment giving 10 WD.

Notification (Ltr 3) to be sent to the clerk requesting minutes from the meeting in question (if appropriate) and inviting comment on the complaint giving 10 WD

*Seek view of IP on one of the available outcomes (see below) within 5 WD of receiving comment from subject member and clerk (they should have responded within 10 WD of Ltr 2 and 3 being sent)

NFA

Ltr 4 sent to all parties providing reasons for the decision

Informal Resolution

Give details and invite comment.
Restate allegation
No finding of facts

Formal Investigation

Final letter (Ltr 5)

sets out what the resolution is and when it should be completed by – no finding of fact

Informal Resolution
Consult IP first*

Hearing

If informal resolution not complied with, consult with the IP.

Report to Standards