

CUMBRIA COUNTY COUNCIL

STANDARDS COMMITTEE

COMPLAINT FORM

Your details

1. Please provide us with your name and contact details

Title:	
First name:	
Last name:	
Address:	
Daytime telephone:	
Evening telephone:	
Mobile telephone:	
Email address:	

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we will tell the following people that you have made this complaint:

- the member(s) you are complaining about
- the Monitoring Officer of the authority

We will tell them your name and give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate to be able to deal with it. However the member(s) you are complaining about will usually only be told about your complaint after the sub-committee has carried out its assessment. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 5 of this form.

2. Please tell us which complainant type best describes you:

- Member of the public
- An elected or co-opted member of an authority
- An independent member of the Standards Committee
- Member of Parliament
- Local authority Monitoring Officer
- Other Council officer or authority employee
- Other ()

Making your complaint

Your complaint will be considered by an Assessment Sub-Committee of the Council's Standards Committee. The Sub-Committee meets in private, normally within twenty working days of receipt of a complaint. A copy of the assessment procedure and assessment criteria are available on the Council's website www.cumbriacc.gov.uk, or on request from the Monitoring Officer. These documents set out the decisions that the Sub-Committee may reach. You and the member you are complaining about will be notified of the Sub-Committee's decision within five working days after the meeting. If you have any queries, please contact the Council's Monitoring Officer, 01228 227350.

3. Please provide us with the name of the member(s) or co-opted member(s) of Cumbria County Council you believe have breached the Code of Conduct.

Title	First name	Last name	Member or Co-opted Member (if known)

4. Please explain in this section (or on separate sheets) what the member has 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 that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the Assessment Sub-Committee when it decides whether to take any action on your complaint. 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.
- 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.

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

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

5. In the interests of fairness and natural justice, we believe members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that:

- You would be at risk of physical harm
- Your employment would be jeopardised
- Your medical condition is such that you would be at risk (medical evidence would normally be required)
- Providing details of the complaint may result in intimidation of witnesses
- Providing details of the complaint may lead to evidence being compromised or destroyed

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Assessment Sub-Committee will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name 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:

Additional Help

6. Complaints must be submitted in writing. This includes fax and electronic submissions. However, 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.

If you need any support in completing this form, please let us know as soon as possible. Please contact the Monitoring Officer, telephone 01228 227350, who will nominate an officer to assist you. This may involve transcribing your oral complaint and producing a written copy for approval by you or your representative, or providing a translation service.

Equality Monitoring information

We are required to monitor ethnic or national origin to ensure that we do not inadvertently discriminate against members of a particular group. It would, therefore be helpful if you would complete the ethnic monitoring section of the form, although this is not compulsory.

The answers will be removed and kept entirely separate from your complaint and will be completely confidential. They will be used for statistical purposes only, and individuals will not be identified.

Your ethnic origin

Asian or Asian British	
Black or Black British	
Chinese	
White: British	
White: Irish	
White: Other	

Please return completed for to:

Angela Harwood
Assistant Director – Legal & Democratic Services/Monitoring Officer
Cumbria County Council
Legal Services Unit
Nisi Prius
The Courts
Carlisle
CA3 8LZ