

Appendix A

Review of Arrangements For Dealing with Complaints About Councillors - Schedule of Changes

Amendments to Current Arrangements

Current Arrangements Reference	Amended/Moved/Removed	Reason
Clause 2 - Making a Complaint	<p>Adding wording to make it clear that we have a standard form to be used when making a complaint, and providing a hyperlink to this.</p> <p>Also adding wording to make it clear that if a complainant does not wish to use the form, they can send an email or letter.</p> <p>Adding wording to expand on the list of information which will need to be provided when a complaint is being made.</p>	<p>LGA Guidance acknowledges that Local Authorities may produce a complaint form which sets out all the information they expect to receive from a complainant, but that LAs cannot compel complainants to use a form.</p> <p>Having the form within the Arrangements should make the process clearer for complainants. Members of the Working Group acknowledged that some people may dislike form-filling and therefore the Arrangements should offer the option of writing in with information about the complaint.</p> <p>Expanding the list of information to be included adds clarity and will hopefully save time as the Monitoring Officer should not have to go back to request</p>

		additional information from the complainant.
Clause 4 – What happens to my complaint?	<p>Addition of a fourth stage within the 'Initial Tests' to establish whether the events/behaviour complained of happened more than three months ago.</p>	<p>This ensures that complaints are raised promptly after the alleged incident has occurred, as it can be unfair if matters are raised long after the event, as memories can fade and witnesses may be unavailable.</p> <p>The Working Group reached the consensus that a three month time limit for complaint submission would be reasonable and fair.</p>

Additions to Updated Arrangements

Paragraph Reference	Addition	Reason
New clause 15	<p>Addition of new paragraph:</p> <p>"If a complainant or Subject Member requires any reasonable adjustments to enable them to participate fully at any stage of the complaints process, this should be notified to the Monitoring Officer as soon as possible.</p> <p>Where reasonable adjustments are required in relation to any hearing, the complainant or Subject Member must notify the Monitoring Officer not later than 10 working days prior to the relevant hearing, to allow adequate time for the</p>	<p>This paragraph acknowledges there may be times when people require additional support, so ensures they are aware that reasonable adjustments are available. The time frame also ensures any requests are made in advance so that they can be properly considered and actioned in time.</p>

	request to be considered and appropriate arrangements to be made."	
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