

Member Complaints – Monitoring Officer Record

Reference	Date of Complaint	Member	Complainant	Nature of Complaint	Initial Assessment / Informal Resolution	Investigation	Hearing	Outcome	Status (Open/ Closed)	Follow-up / Learning
LSO1/71	12/11/1	(Cllr A)	(Public 1) (Not the person directly affected – Person directly affected had chosen not to complain)	Alleged former Code failure Alleged inappropriate release of a resident's personal data onto a social media site	Potential breach of Code / Informal resolution tried but not possible to agree	Investigation undertaken - provisional finding of a potential breach by Member by posting resident's personal data on social media site (April 2012)	Hearing not possible to schedule as Complainant non responsive to repeated contact attempts	Member written to for informal resolution in the absence of the Complainant engaging with the Complaint Procedure. MO letter of potential censure and requirement to undertake DPA training to mirror what a MAP hearing could recommend under the new standards regime. Parties informed.	Closed (Feb 2013)	Training of Members on their personal Data Protection responsibilities and duties
TC - 004705	23/08/12	(Cllr B)	(Public 2)	Alleged general conduct (2.9) Demanding money from a member of the public at her work place	Post Localism Act 2011 the Code of Conduct can only be engaged in matters of official duties – this matter did not concern the Member's' official duties.	N.A	N.A	Parties advised of outcome – No review submitted on Initial Assessment No breach of Code as official duties not engaged.	Closed Feb 2013	Guidance on extent of Members' Official Duties / Roles within the context of the new Code of Conduct
TC - 004708	09/07/12	(Cllr C)	(Staff 1)	General Conduct (2.9) Alleged inappropriate use of body language and	Constitution requires the Members / Officer Protocol Mediation option to be explored first.	N.A	N.A	Matter concluded under Member / Officer Protocol / Initial Assessment Stage	(Closed Feb 2013)	Guidance to Members and Officers on their

				demands on behalf of a homelessness applicant by Member when seeking resolution with an officer responsible in a public area.	Mediation attempted – Member prepared to engage – staff not. Initial assessment concluded no potential breach but rather a matter for better understanding of Member / Officer roles and communication.			supported no breach of the Code No face to face mediation and neither party challenged the Initial assessment conclusion		respective roles and stress points and importance of understanding each other's roles and pressures.
TC - 00	23/08/12	(Cllr D)	(Public 3)	Clarification requested under new Code – alleged matter appears to describe the normal activities of a ward member when acting for residents opposed to a ward planning matter	Matter being investigated as complex and potentially inappropriate challenge under Code by solicitors firm				(Open)	
TC - 004706	18/09/12	(Cllr E)	(Public 4)	General Conduct (2.9) Alleged failure to reply to resident and behaviours when so doing.	Initial Assessment undertaken – no breach of the Code of Conduct as an alleged service performance matter either within corporate complaints or a matter for electorate – no disrespect found in the communications Mediation offered – not taken up.	Not relevant as Code not engaged on Initial assessment and no review request of Initial Assessment decision.	N.A	Matter held under MO Initial Assessment to be an alleged Member / Service performance matter – no breach of Code	(Closed Feb 2013)	Training / Clarification of the extent of Members' roles to Members, Officers and the Public
TC - 00	11/07/12	(Cllr F)	(Public 5)	Former Code alleged failure to declare prejudicial interest at Planning Committee 3 years ago	Initial Assessment undertaken – no potential breach found on the balance of probabilities and also outside guidance for aged matters. Mediation Offered – not taken up by either party.	N.A	N.A	Complainant sought review of MO Initial Assessment decision to Chief Executive Initial Decision upheld – no further challenge received	(Closed Feb 2013)	Review of filters for inappropriate and possibly personally motivated complaints
TC - 005711	07/12/12	(Cllr G)	(Public 6)	Allegation from Member of public regarding Member's behaviours	Initial Assessment undertaken.	N.A	N.A	No breach as alleged behaviours not within official duties.	(Closed Feb 2013)	Review of filters for inappropriate

				whilst out canvassing for political party. Dispute over policies and Member's alleged ineffectiveness	Not within official duties of a councillor when electioneering for a political party Matter of alleged performance for electors not Council standards regime					e and possibly personally motivated complaints
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