

**Appendix 1
Complaints Procedure Flowchart**

Complaint received by Monitoring Officer



Complaint considered by Monitoring Officer against Assessment Criteria and decides if case to answer and whether investigation required



Complaint rejected with reasons



Potentially criminal conduct/breach of other regulations – call in police/ other agencies?



Informal Resolution (Mediation, apology or other)



Referral to Standards Sub-Committee for consideration

Appointment of Investigating Officer and Investigation or Monitoring Officer Investigates



Investigation Report to include:

- Agreed facts;
- Facts not agreed and corresponding conflicting evidence
- Conclusion whether there is evidence of a failure to comply with the code or not



Monitoring Officer receives report and considers if case to answer, informal resolution suitable or hearing required



Complaint rejected with reasons



Informal Resolution (Mediation, apology or other)



Standards Sub-Committee hearing



In consultation with the Independent Person:

1. No Further Action
2. Informal Resolution
3. Formal Decision/Action



If finding made against Member there is a right of Appeal, to be considered by a new Sub-Committee in consultation with a different Independent Person

