

# Standards Committee

## Complaints Process Report 13 August 2018

### Report of The Monitoring Officer

#### PURPOSE OF REPORT

To inform the Standards Committee of a proposed, and amended Complaints Process.

**Public**

#### RECOMMENDATIONS

- (1) That the Committee confirms the process as set out in Appendix A flow chart.
  - (2) That the procedure for dealing with complaints is amended as set out in Appendix B.
1. **Introduction**

The current procedure sets out a methodology to be followed when a complaint is received. To assist both the committee and those involved a flow chart of key stages has been produced so that members and the public that are authorised have an easy insight to this service.
  2. As matters progress and a system develops over time it is apparent that minor amendments are needed to the procedure.
    - 2.1 Rather than considering a full review of the procedure the following amendment is recommended. The procedure is altered as Appendix B to this report and the amendment is found at Appendix 1 x 3 of the procedure (Page 8)
    - 2.2 The amendment closes a Lacuna in paragraph 1 where a complaint is not suitable for local resolution, but admissions have been made. In such a case a full hearing procedure is not required.
    - 2.3 The role of the committee, assisted by the independent person, will be requirement to accept the admissions, decide if the admissions are a breach of the Standards in Public Life and the Code of Conduct. Decide if the admissions are a breach of the Standards of Public Life and the Code of Conduct and then to follow the existing procedure at paragraph 18 onward. This will allow the documents currently on the City Council website to be updated.
    - 2.4 The committee are asked to note that there are a number of addition minor

amendments in an attempt to give the document some longevity.

<b>LEGAL IMPLICATIONS</b> The process for resolving an issue of standards must be clear and accessible to both the participants and the public	
<b>FINANCIAL IMPLICATIONS</b> None	
<b>SECTION 151 OFFICER'S COMMENTS</b> None	
<b>MONITORING OFFICER'S COMMENTS</b> The Monitoring Officer has compiled this report.	
<b>BACKGROUND PAPERS</b> None	<b>Contact Officer:</b> David Brown <b>Telephone:</b> 01524 582000 <b>E-mail:</b> dbrown@lancaster.gov.uk