

<b>TITLE</b>	<b>Update on Complaints and Feedback</b>
<b>FOR CONSIDERATION BY</b>	Standards Committee on 14 March 2017
<b>WARD</b>	None Specific
<b>DIRECTOR</b>	Andrew Moulton, Head of Governance and Improvement Services and Monitoring Officer

**OUTCOME/BENEFIT TO THE COMMUNITY**

To inform and provide feedback on the outcomes of the Member Complaints process. Providing reassurance to the public that elected Borough, Parish and Town Members are maintaining high standards of conduct in carrying out their duties.

**RECOMMENDATION**

To note the report and consider any issues arising.

**SUMMARY OF REPORT**

At each meeting of the Committee the Monitoring Officer submits an update report on Code of Conduct complaints.

Since the last meeting of the Committee, on 10 January 2017, there have been two new complaints received. Details are provided at Appendix A2.

An update on the other cases that were previously reported as outstanding is shown at Appendix A1.

A verbal update will be given at the meeting on any specific patterns/trends or other matters that the Committee may need to consider. Also the Committee is asked to consider any broader training issues that arise from these and previous complaints.

## Background

Under the terms of Section 9.1.13.5 of the Council's Constitution, the Monitoring Officer provides a report to the Standards Committee, on a quarterly basis, which contains the following:

- the number and nature of complaints received;
- progress on any investigations and associated costs;
- areas where training or other action might avoid further complaints.

The name(s) of the Member(s) involved are not disclosed in the report.

Since the last meeting of the Committee on 10 January 2017, there have been two new Code of Conduct complaints received. In addition two complaints were ongoing. Details of the complaints and progress made are set out at Appendix A.

Under the Council's adopted policy for the consideration of Code of Conduct Complaints, the Monitoring has delegated authority to decide whether the complaint:

- a) can be resolved informally i.e. by mediation with the two parties before making a decision on whether the complaint merits formal investigation;
- b) requires investigation;
- c) should be referred to the Standards Committee;
- d) requires that no further action should be taken.

<b>Reasons for considering the report in Part 2</b>
If the Committee decides to discuss the specifics of individual cases it may be necessary to consider excluding the public if that would involve the disclosure of exempt information.

<b>List of Background Papers</b>
None.

<b>Contact</b> Andrew Moulton	<b>Service</b> Governance & Improvement Services
<b>Telephone No</b> 07747 777298	<b>Email</b> <a href="mailto:andrew.moulton@wokingham.gov.uk">andrew.moulton@wokingham.gov.uk</a>
<b>Date</b> 2 March 2017	<b>Version No.</b> 1

## Appendix A - Code of Conduct Complaints – Outcome of Complaints

### A1 – Complaints Previously Reported

Date Received	Council	Summary of Complaint	Conclusion	Date Concluded
13/10/16	WBC	The complaint relates to the conduct of two Borough Council Members with regard to an alleged breach of confidentiality. An investigation has been conducted and a Hearings Panel was held on 20 February 2017, at which both Members were found to be in breach of the Code of Conduct. The decision notice was published on the Council's website on 25 February 2017 and a report will be made to the Council meeting on 23 March 2017.	Breach (both Members).  Sanctions applied – censure for both Members and additional training to be provided.	20/2/17
25/11/16	WBC	The complaint relates to the alleged conduct of a Member. An investigation has been commissioned and a Hearings Panel is scheduled for later in the month.	Ongoing	N/A

### A2 - New Complaints Received Since 10 January 2017

Date Received	Council	Summary of Complaint	Conclusion	Date Concluded
24/01/17	WBC	This complaint related to the alleged conduct of a Member in a Council meeting. Following consultation with the Chairman of the Standards Committee and an Independent Person it was decided to take no further action.	No breach	9/02/17

22/02/17	WBC	The complaint relates to the alleged conduct of a Member with regard to a planning matter. Following consultation with the Chairman of the Standards Committee and an Independent Person it was decided to take no further action.	No breach	2/3/17
----------	-----	--	-----------	--------