

TITLE	Update on Complaints and Feedback
FOR CONSIDERATION BY	Standards Committee on 25 March 2014
WARD	None Specific
STRATEGIC DIRECTOR	Andrew Moulton, Head of Governance and Improvement Services

OUTCOME/BENEFIT TO THE COMMUNITY

To inform and feedback results of the Member Complaints process.

RECOMMENDATION

To note the report and agree any further action the Committee may wish to take following analysis of the complaints.

SUMMARY OF REPORT

There have been four complaints considered by the Monitoring Officer in consultation with the Chairman of the Standards Committee and one of the Independent Persons since the last update to the Committee in October 2013.

The Code of Conduct allows for delegated arrangements to deal with incoming complaints and none of these complaints to date have warranted referral as yet to a Standards Committee for hearing and determination.

Background

Under 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; and identify areas where training or other action might avoid further complaints. However the name(s) of the Member(s) will not be disclosed.

Since the last meeting of the Committee in October 2013 four Code of Conduct complaints have been received.

Three of the complaints relate to members of the Borough Council; the other complaint relates to a parish/town councillor. It was decided to take no further action in respect of three of the complaints, and one complaint was referred for investigation which will conclude shortly.

Analysis of Issues

The nature of the complaints is shown at Appendix A.

Reasons for considering the report in Part 2
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.

List of Background Papers
None.

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Appendix A - Code of Conduct Complaints Summary Oct 2013 to March 2014

Council	Received	Summary of Complaint	Outcome
Wokingham Borough Council	29/10/13	<ul style="list-style-type: none"> • Did not treat the complainant with respect • Did not act impartially • Disclosed confidential information; • Conferred advantage on himself or others • Acted dishonestly 	Following preliminary investigation, Deputy MO decided to take no further action – 27/11/13
Wokingham Borough Council	08/12/13	<ul style="list-style-type: none"> • Did not treat the complainant with respect • Failure to represent constituent's views 	Following preliminary investigation, MO decided to take no further action 19/12/13
Parish/Town Council	10/01/14	<ul style="list-style-type: none"> • Did not treat the complainant with respect • Bullied the complainant • Cllr conducted themselves in a manner that brought themselves and their office into disrepute 	Deputy MO decided to refer for an investigation 22 January 2014. Investigation undertaken in house. Update 06/03/14 – investigation interviews completed. Report to MO being drafted.
Wokingham Borough Council	26/02/14	<ul style="list-style-type: none"> • Failed to declare Membership of a Limited Company 	Following preliminary investigation, MO decided to take no further action 12/03/14