

TITLE	Update on Complaints and Feedback
FOR CONSIDERATION BY	Standards Committee on 21 January 2015
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

Since the last meeting of the Committee on 14 October there have been no new complaints received.

A number of the complaints previously reported were subject to ongoing work which has now been completed and reported at Appendix A.

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 2014, no new Code of Conduct complaints have been received. However, those complaints where the outcome was previously reported as "pending" have been resolved.

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) no further action should be taken.

Of the three complaints reported as "pending" in October 2014:

- No further action was taken on two cases;
- One case was referred for further investigation the results of which were considered by a Hearing Panel on 18 December.

Analysis of Issues

The outcome of the pending complaints is shown at Appendix A.

There are a number of training and other issues arising from these complaints which will be advised verbally to the Committee.

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.
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List of Background Papers

None.

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Appendix A - Code of Conduct Complaints – Outcome of Complaints Previously Reported as “Pending”

Council	Received	Summary of Complaint	Outcome
Wokingham Borough Council	09/07/2014	Bullying	Hearings Panel met on 18 December and concluded that complaint was upheld – decision notice published on Council website and will be reported to February Council meeting.
Wokingham Borough Council	22/09/2014	Failure to declare an interest and withdraw (Nine Members)	No further action.
Parish/Town Council	24/09/2014	Failure to declare an interest and withdraw	No further action.