

# **Code of conduct complaint form**



**Vale  
of White Horse**  
*District Council*

## Completing this form

### Please note:

- We can only accept written complaints. However, if you are unable to make your complaint in writing for any reason including disability or limited English, please call 01491 823649 or email [democratic.services@southandvale.gov.uk](mailto:democratic.services@southandvale.gov.uk).
- We will accept complaints in paper copy or via email. Please write clearly if handwriting the complaint.
- An officer from the council may contact you personally to go through the details of your complaint.
- The council is unlikely to be able to keep your identity confidential or the information you have provided. If you have serious concerns about disclosure of your name and a summary of your complaint, please complete section 3 on confidential information.
- You should read *the fact sheet on code of conduct complaints* prior to completing this form. The council's full procedure on the way it deals with complaints is on the council's [website](#). If you require a paper copy please call 01491 823649.

## Section 1: Your details

Title (Mr. Mrs. Ms. etc.)

First name and surname

Address and postcode

Telephone/mobile

E-mail address<sup>1</sup>

## Section 2: Your complaint

Please give the name of the councillor or co-opted member you consider has broken the code of conduct.

Provide as much information as you can about your complaint to help us decide what action to take. You can use additional or separate sheets if you wish but you should use the headings below to explain your complaint.

---

<sup>1</sup> Please note that, wherever possible, we will contact you via email if you have provided an email address.

If you are complaining about more than one councillor please include additional pages using the headings in this section to set out your complaint.

**Name of individual that you are complaining about**

(include both first and last names)

**Which council is he or she a member of?**

**Do you believe that the councillor was acting in their official role when the incident(s) that is/are the subject of your complaint took place and if so what are your reasons?**

**What happened and when?**

**What do you feel has been the effect of the councillor's action?**

**Which paragraphs of the code of conduct are relevant to your complaint and why do you think the councillor may have breached them?**

**What evidence are you providing?**

Please attach copies of correspondence, documents, or other evidence that you feel are relevant to your complaint. Do avoid sending large amounts of background information that only relates indirectly to your complaint.

**Witnesses (if applicable)**

Please tell us the names and details of any witnesses.

	First name	Last name	Address/ telephone number
1			
2			
3			

## **Resolving your complaint informally**

Where the monitoring officer believes there is a case to answer, they may seek to resolve a complaint informally, without the need for a formal investigation. We term this “local resolution”. For example, this may involve the councillor accepting that his/her conduct was unacceptable and offering an apology, or other remedial action by the council, or some form of mediation. Where the councillor or the council makes a reasonable offer of local resolution, but you are not willing to accept that offer, the monitoring officer will take account of this in deciding whether the complaint merits formal investigation.

Please use the box below to tell us whether you feel that there may be a way to resolve your complaint without the need for a formal investigation and, if so, how.

## **Section 3: Confidential information**

This section only applies if you are asking for your identity to be kept confidential

In the interests of fairness and natural justice councillors who the subject of a complaint have a right to know who has made the complaint. We believe that they have a right to receive details of your complaint.

We are unlikely to withhold your identity or the details of your complaint unless there is a good reason. For example, where the disclosure of personal details may result in compromise or destruction of the evidence by the subject of the complaint or if there is a real possibility of intimidation of the complainant or witnesses by the subject of the complaint.

We are unlikely to automatically grant requests for confidentiality or requests for suppression of complaint details. If we do not grant your request for confidentiality we will allow you the option of withdrawing the complaint.

If the matter complained of is very serious we may proceed with an investigation or other action and disclose your name even if you have asked us not to.

**Please provide details of why you believe we should withhold your name/details of your complaint below:**

The council's monitoring officer will review your complaint and will make a decision whether to send the complaint for investigation. Sometimes the monitoring officer will submit the complaint to a panel of the council's Audit and Governance Committee. The monitoring officer may do this for example when they feel that the complaint is particularly sensitive. On receipt of your complaint we will tell you what action the monitoring officer will take or whether a panel of the Audit and Governance Committee will consider the complaint. If it is the latter we will confirm to you the date that the panel will meet. After that date we will tell you what action the panel has decided to take.

Please consider the complaint I have described above and the evidence attached.

I understand and accept that the details may be disclosed to the councillor/co-optee and any parties involved in the complaints procedure or outside authorities required to monitor the council's complaints procedure by law.

It may also be shared with the police in the prevention or detection of crime.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please send this form together with any attachments to:

Margaret Reed, Monitoring Officer  
Vale of White Horse District Council  
Abbey House  
Abbey Close  
Abingdon  
OX14 3JE  
Email: [monitoringofficer@southoxon.gov.uk](mailto:monitoringofficer@southoxon.gov.uk)

**If you have any questions or difficulties filling in this form or you are in need of any support in completing this form, if for example English is not your first language, or you have a disability that prevents you from making your complaint in writing, please contact Democratic Services via telephone: 01491 823649 or email [Democratic.Services@southandvale.gov.uk](mailto:Democratic.Services@southandvale.gov.uk)**

## Equalities information

We are committed to making sure that all our residents have equal access to our services. Please help us to keep track of how successfully we are achieving this by filling in the questions below.

All information is confidential and will only be used to help us monitor the accessibility of our services.

- Are you:

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

- How old are you?

Under 16	<input type="checkbox"/>	35-44	<input type="checkbox"/>
16-24	<input type="checkbox"/>	45-54	<input type="checkbox"/>
25-34	<input type="checkbox"/>	55-64	<input type="checkbox"/>
65+			<input type="checkbox"/>

- Do you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities i.e. hearing or sight impairment, significant mobility impairment, mental health condition, learning disabilities, dyslexia, heart conditions, multiple sclerosis, HIV, diabetes, cancer, epilepsy

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

- What is your ethnic group?

<p><b>White</b></p> <p>English, Welsh, Scottish, Northern Irish, British ..... <input type="checkbox"/></p> <p>Irish..... <input type="checkbox"/></p> <p>Gypsy or Irish Traveller ..... <input type="checkbox"/></p> <p>Any other white background (PLEASE WRITE IN)..... <input type="checkbox"/></p>	<p><b>Black or Black British</b></p> <p>Caribbean ..... <input type="checkbox"/></p> <p>African ..... <input type="checkbox"/></p> <p>Any other Black background (PLEASE WRITE IN)..... <input type="checkbox"/></p> <p>.....</p>
<p><b>Mixed or multiple ethnic groups</b></p> <p>White &amp; Black Caribbean ..... <input type="checkbox"/></p> <p>White &amp; Black African ..... <input type="checkbox"/></p> <p>White &amp; Asian ..... <input type="checkbox"/></p> <p>Any other mixed background (PLEASE WRITE IN) ..... <input type="checkbox"/></p> <p>.....</p>	<p><b>Asian or Asian British</b></p> <p>Indian..... <input type="checkbox"/></p> <p>Pakistani ..... <input type="checkbox"/></p> <p>Bangladeshi ..... <input type="checkbox"/></p> <p>Chinese..... <input type="checkbox"/></p> <p>Any other Asian background (PLEASE WRITE IN)..... <input type="checkbox"/></p>
<p><b>Other ethnic group</b></p> <p>Arab ..... <input type="checkbox"/></p>	<p>Other ethnic group (PLEASE WRITE IN) ..... <input type="checkbox"/></p> <p>.....</p>

Which of the following best describes your religion or belief?

Buddhist.....	<input type="checkbox"/>
Hindu.....	<input type="checkbox"/>
Muslim.....	<input type="checkbox"/>
Jewish.....	<input type="checkbox"/>
Sikh.....	<input type="checkbox"/>
Christian.....	<input type="checkbox"/>
Other religion, please write in.....	<input type="checkbox"/>
No religion.....	<input type="checkbox"/>