

Council 18 March 2019

Item 8a refers

Recommendation (1) from the Ethical Governance meeting of 6th February 2019

REVIEW OF ARRANGEMENTS FOR DEALING WITH COMPLAINTS UNDER THE CODE OF CONDUCT

The Committee considered the report titled "Review of Arrangements for Dealing with Complaints Under the Code of Conduct" and the Monitoring Officer provided an overview of the proposed arrangements. It was highlighted that the process would include a complaint form, which is attached to the complaints process, which will be available on-line.

The Committee proposed the following amendments :-

1. Paragraph 4 of Section 4 of the Arrangements, titled "Will your complaint be investigated" be amended to read "Decisions on whether a complaint will be investigated will be taken within 28 days of receipt of the complaint, except in exceptional circumstances".
2. Paragraph 2 of Section 5 of the Arrangements, titled "How is the Investigation conducted ?" be amended to read "Ordinarily the Council would hope that investigations will take no more than 20 weeks to complete from the date the decision to investigate is taken".

With regard to the establishment of sub-committees, the Committee proposed that reserve meeting dates should be added to the scheduled rota of meetings, to ensure that a meeting of the Ethical Governance Committee was scheduled bi-monthly.

RECOMMEND TO COUNCIL that the proposed revised arrangements for dealing with complaints, agreed by the Committee, set out in Appendix A, be approved and adopted.

The report and revised appendix to the Ethical Governance meeting on 6th February 2019 are attached.