## MEMBER COMPLAINT PROCEDURE Complete the Member Complaint Form and forward to the Monitoring Officer Upon receipt of the Complaint Form the Monitoring Officer will acknowledge receipt of the allegation The Monitoring Officer will clarify the detail of the If No Action required allegation with the complainant as necessary Letter sent to Complainant If Action required confirming reasons for no further action The Monitoring Officer will notify the Member of the allegation made against them The Group Leader is provided with a copy of the letter of allegation sent The Member is required to respond to to the Member the Monitoring Officer regarding the allegation within 15 clear days Following Member response the Member not responded Monitoring Officer will consider the within 15 clear days? extent of investigation upon the allegation Monitoring Officer sends final notification to the Member against Such Investigation as Monitoring whom allegation is made and Officer considers necessary makes a determination upon the allegation unless a response is received with a further 10 clear Copy of the allegation & Monitoring days from the Member Officer's report with the Monitoring Officer's proposed decision is sent to the Independent Person Within 20 clear days of the notification to the Independent Person he/she will indicate if they agree with the Monitoring Officer's proposed decision **Independent Person Independent Person** agrees with the decision disagrees with the decision The Monitoring Officer shall notify The Monitoring Officer shall review the decision and the person making the proposed determine what action to take, if any, giving precedence to decision the Monitoring Officer the opinion of the Independent Person on matters other may proceed to implement the than the interpretation of law proposed decision The Monitoring Officer determines the allegation; the Monitoring Officer shall record in writing his/her reasons for that decision, where a finding is made against the Member, the decision shall be referred to the Group Leader to consider and published on the Council's Website