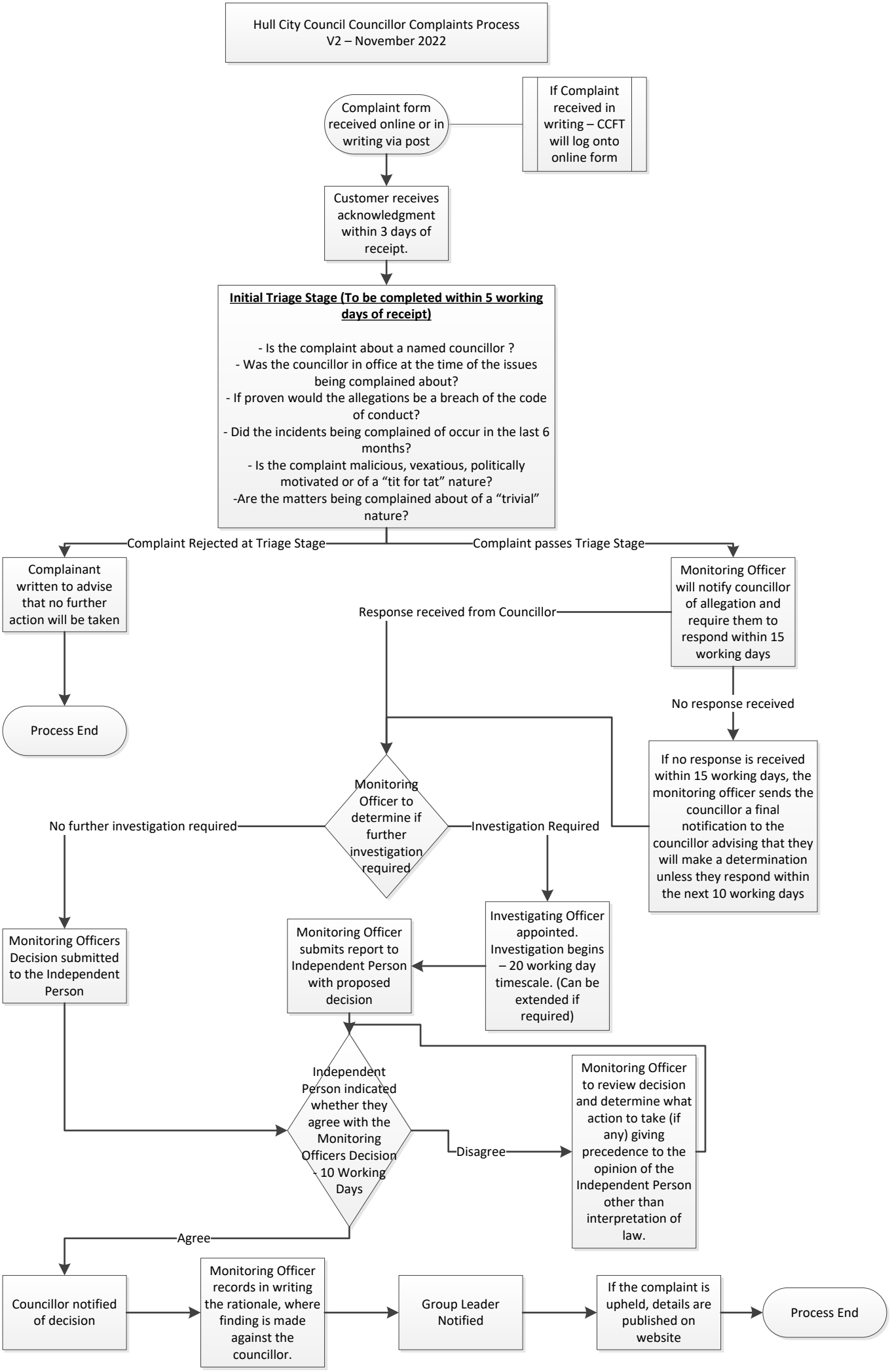
Hull City Council Councillor Complaints Process
V2 – November 2022
Complaint form received online or in writing via post
If Complaint received in writing – CCFT will log onto online form
Customer receives acknowledgment within 3 days of receipt.
Initial Triage Stage (To be completed within 5 working days of receipt)
- Is the complaint about a named councillor ?
- Was the councillor in office at the time of the issues being complained about?
- If proven would the allegations be a breach of the code of conduct?
- Did the incidents being complained of occur in the last 6 months?
- Is the complaint malicious, vexatious, politically motivated or of a "tit for tat" nature?
-Are the matters being complained about of a "trivial" nature?
Complaint Rejected at Triage Stage
Complaint passes Triage Stage
Complainant written to advise that no further action will be taken
Process End
Monitoring Officer will notify councillor of allegation and require them to respond within 15 working days
Response received from Councillor
No response received
If no response is received within 15 working days, the monitoring officer sends the councillor a final notification to the councillor advising that they will make a determination unless they respond within the next 10 working days
Monitoring Officer to determine if further investigation required
No further investigation required
Investigation Required
Monitoring Officers Decision submitted to the Independent Person
Investigating Officer appointed. Investigation begins – 20 working day timescale. (Can be extended if required)
Monitoring Officer submits report to Independent Person with proposed decision
Independent Person indicated whether they agree with the Monitoring Officers Decision - 10 Working Days
Disagree
Monitoring Officer to review decision and determine what action to take (if any) giving precedence to the opinion of the Independent Person other than interpretation of law.
Agree
Councillor notified of decision
Monitoring Officer records in writing the rationale, where finding is made against the councillor.
Group Leader Notified
If the complaint is upheld, details are published on website
Process End