

# Thurrock Council

## Complaint about a councillor

### How we will use your information

We will use your information to provide the service requested. We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, or required by law, or to prevent or detect fraud. To find out more, go to [thurrock.gov.uk/privacy](http://thurrock.gov.uk/privacy). Get free internet access at libraries and community hubs.

### 1. Your details

<b>Title</b>	
<b>First name</b>	
<b>Surname</b>	
<b>Address, including postcode</b>	
<b>Home phone number</b>	
<b>Mobile phone number</b>	
<b>Email address</b>	

Your contact details will not usually be released unless necessary or to deal with your complaint.

We will tell the following people that you have made this complaint:

- the member(s) you are complaining about
- the Monitoring Officer of the authority
- the independent person who assists the authority in determining complaints against members

We will tell them your name and give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate to be able to deal with it.

**If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 5 of this form.**

### 2. Complainant type

In what capacity are you complaining?

- A member of the public
- An elected or co-opted member of an authority
- A Member of Parliament
- A local authority monitoring officer
- Other council officer or authority employee
- Other – please state: \_\_\_\_\_

### 3. Who your complaint is about

The procedure for making complaints against a councillor for a breach of the code of conduct is available online as Section 7, Part 2 of the Constitution of the Council: [thurrock.gov.uk/constitution](http://thurrock.gov.uk/constitution)

**Please state the name of the member(s) you believe have breached the Code of Conduct:**

Title	First name	Last name

### 4. Complaint details

Please explain what the member has done that you believe breaches the code of conduct.

If you are complaining about more than one member, you should clearly explain what each individual person has done that you believe breaches the code of conduct.

It is important that you provide all the information you wish to have taken into account by the Monitoring Officer or the Standards and Audit Committee when it decides whether to take any action on your complaint.

For example:

- you should be specific, wherever possible, about exactly what you are alleging the member said or did – for example, instead of writing that the member insulted you, you should state what it was they said
- you should provide the dates of the alleged incidents wherever possible – if you cannot provide exact dates, it is important to give a general timeframe
- you should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details, if possible
- you should provide any relevant background information

Please provide us with the specific details of your complaint – for example, include:

- dates
- places
- the facts
- any relevant supporting document, as attachments

You provide these details in the space provided on the following page.

**Full complaint details:**

Continue on a separate sheet if you have printed this form and there is not enough space.

I confirm that the details of my complaint are true.

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

## 5. Confidentiality

**Only complete this next section if you are requesting that your identity is kept confidential.**

In the interests of fairness and natural justice, we believe members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint.

We are unlikely to withhold an individual's identity or details of a complaint unless the Monitoring Officer believes there are reasonable grounds for believing the complainant or any other person, such as a witness:

- is either vulnerable or at risk of threat, harm or reprisal
- may suffer intimidation or be victimised or harassed; works closely with the subject Member and is afraid of the consequences – for example, fear of losing their job
- suffers from a serious health condition and there are medical risks associated with their identity being disclosed – medical evidence will need to be provided to substantiate this

We may, however, withhold an individual's identity and details of a complaint if the Monitoring Officer believes early disclosure of the complaint either:

- may lead to evidence being compromised or destroyed
- may impede or prejudice the investigation
- would not be in the public interest

Details in support of your request to withhold your identity will be required for consideration by the Monitoring Officer.

**Requests for confidentiality or requests for suppression of complaint details will not automatically be granted.**

The Monitoring Officer will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

It is important to understand, however, that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name, even if you have expressly asked us not to.

**If your complaint is dealt with by the Standards and Audit Committee at a hearing after an investigation, you may be asked to attend as a witness.**

**Confidentiality – please provide us with details of why you believe we should withhold your name and/or the details of your complaint:**

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

## 6. Outcome

What remedy or remedies you are looking for or hoping to achieve by submitting this complaint?

## 7. Additional help

Complaints must be submitted in writing. This includes fax and electronic submissions. In line with requirements of the Equality Act 2010, however, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

We can also help if English is not your first language.

If you need any support in completing this form, please let us know as soon as possible:

- phone Legal Services on 01375 652 087

Please return the completed form marked "**Private and Confidential**" to:

**The Monitoring Officer  
Thurrock Council  
Civic Offices  
New Road  
Grays  
RM17 6SL**

## Equalities monitoring

Equalities monitoring helps us to understand how different sections of the community use our services. We collect this information solely for counting statistics, so we can check for inequalities and take action where it's needed.

If you would rather not answer these questions, please select 'prefer not to say'

### Your gender:

- Female
- Male
- Gender neutral
- Transgender
- Prefer not to say
- Other – please state: \_\_\_\_\_

### Your age:

- 17 years-old or under
- 18 to 24 years-old
- 25 to 34 years-old
- 35 to 44 years-old
- 45 to 59 years-old
- Over 60 years-old
- Prefer not to say

### Your ethnicity:

- Asian – Arab
- Asian – Bangladeshi
- Asian – Chinese
- Asian – Indian
- Asian – Pakistani
- Black – Black African
- Black – Black Caribbean
- White – White British
- White – White Irish
- Mixed – Asian and White
- Mixed – Black African and White
- Mixed – Black Caribbean and White
- Traveller – Gypsy
- Traveller – Irish Traveller
- Traveller – Romany
- Prefer not to say
- Other – please state: \_\_\_\_\_

### Your impairments, if you are disabled:

- None
- Hearing
- Hidden impairment
- Learning disability
- Long term medical condition
- Mental health
- Mobility – a wheelchair user
- Mobility – not a wheelchair user
- Speech
- Visual
- Prefer not to say
- Other – please state: \_\_\_\_\_

### Your sexual orientation:

- Bisexual
- Gay man or lesbian
- Heterosexual (straight)
- Prefer not to say
- Other – please state: \_\_\_\_\_

### Your religion or faith:

- Baha'i
- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Taoism
- No religion
- Prefer not to say
- Other – please state: \_\_\_\_\_