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**APPENDIX 3**

## **MEMBERS' CODE OF CONDUCT COMPLAINT FORM**

### **1. How To Make A Complaint**

If you wish to make a complaint about the conduct of an elected Member or co-opted member of the London Borough of Hillingdon, please do so by completing this form. Complaints must be submitted in writing on the prescribed form. This includes fax and electronic submissions. However, in line with the requirements of the Disability Discrimination Act 2000, 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 by using the contact details at the end of this form.

### **2. What Happens to My Complaint?**

As a part of the formal complaints procedure, Hillingdon Council has adopted a protocol (appended to the back of this form), which allows for all complaints against elected Members to be considered initially by the Chief Whip of the Party Group to whom the Member whose conduct is being complained about, belongs.



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The purpose of this Protocol is not to take away the right to complain directly to the Monitoring Officer; instead its purpose is to set out for those persons who are thinking of making a complaint, a number of informal steps which they should follow before escalating their complaint to the Monitoring Officer.

Once the informal process has been exhausted, adjudication of allegations of misconduct against Members of the Council are undertaken in accordance with procedures as set out in the Council's Standards Committee Procedure Rules which can be found in Part 4, Schedule J of the Council's Constitution:

<http://www.hillingdon.gov.uk/index.jsp?articleid=7604>

The Standards Committee has a two stage process for the assessment and adjudication of complaints as follows:

- the Committee will meet to make an initial assessment of your complaint and decide if it is valid;
- the Committee will then meet to conduct a Hearing into the complaint, if appropriate, and determine if action is required.

You will be entitled to attend and speak at the Hearing stage but not at the assessment stage. You will, however be entitled to submit written representations to the Committee in support of the complaint.

The Standards Committee will normally aim to complete the initial assessment of your complaint within 20 working days and will notify you in writing of the result within 5 working days. At that time you will also be notified of the procedures to be followed should further action be required.

*For more details of the procedure please contact the Monitoring Officer whose details can be found at the end of this form.*



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### 3. Your details

Please provide us with your name and contact details. **Please note** that your address and contact details will not usually be released unless necessary or to deal with your complaint. However, we will tell the following people that you have made this complaint:

- the Council Member(s) you are complaining about.
- the Monitoring Officer and Deputy Monitoring Officer of the Council.
- The Chief Whip of the Party Group to whom the Council Member(s) you are complaining about belong(s)

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 this information being released then please complete section 5 of this form.

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	
<b>Date:</b>	

Please tell us which describes you best:

- ☐ Member of the public
- ☐ An elected or co-opted Member of a local authority
- ☐ An independent member of the standards committee
- ☐ Member of Parliament
- ☐ Local authority Monitoring Officer
- ☐ Other council officer or authority employee
- ☐ Other (       )



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## 4. Your Complaint

**Please provide us with the name of the Council Member(s) you believe have breached the Code of Conduct.**

Title	First name	Last name

Please explain in the next section (or on separate sheets) 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 when consideration is given to 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 instance, 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 misconduct and provide their names and contact details if possible.
- You should provide any relevant background information or supporting documentation.



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Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form.



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**5. 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. If you wish to make an application for us to withhold your identity or the details of your complaint please complete the section below stating clearly why you believe it would be appropriate for us to do so:

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The request will be considered alongside the initial assessment of your complaint (see section 4 above). 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.

However, it is important to understand 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 do so.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:



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**6. Only complete this next section if you are requesting that your complaint should not be dealt with initially through the informal Whips' Office Protocol:**

Please refer to that part of the protocol, appended to the back of this form, that applies to your complaint. If you do not wish for your complaint to be subject to this process then please state below the reasons why you wish your complaint to be submitted directly to the Monitoring Officer for consideration under the formal complaints process:

**7. If your complaint has been dealt with through the informal Whips' Office Protocol but you are dissatisfied with the outcome, please state that outcome below and why you wish to refer your complaint to the Monitoring Officer:**



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## 8. Equal Opportunities Monitoring Information

Hillingdon Council is committed to providing equality of opportunity to all. To assist the Council in monitoring the effectiveness of its policies would you please complete the following. Thank you for your assistance.

This information is confidential and does not form part of your complaint. It is kept separate from your complaint and is not taken into account when making any decisions about the complaint.

Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Please select the age grouping to which you belong:	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 – 24 <input type="checkbox"/> 25 – 34 <input type="checkbox"/> 35 – 44 <input type="checkbox"/> 45 – 54 <input type="checkbox"/> 55 – 64 <input type="checkbox"/> over 65
Do you consider yourself to be disabled?  (The Disability Discrimination Act 1995 defines a disabled person as someone with a physical or mental impairment which has a substantial and long term effect on his or her ability to carry out normal day-to-day activities.)	<input type="checkbox"/> Yes  <input type="checkbox"/> No
To which of these ethnic groups do you belong?  (This is not a question about your nationality or place of birth, but your ethnic origins). Please select only one	<input type="checkbox"/> Asian or Asian British <input type="checkbox"/> White British <input type="checkbox"/> European <input type="checkbox"/> Black or Black British <input type="checkbox"/> Mixed <input type="checkbox"/> Chinese or other ethnic group

Once complete, please return this form to:

**Raj Alagh, Monitoring Officer**  
**London Borough of Hillingdon**  
**The Civic Centre**  
**High Street**  
**Uxbridge**  
**UB8 1UW**  
**01895 250617**  
**Or email: [ralagh@hillington.gov.uk](mailto:ralagh@hillington.gov.uk)**

## Appendix

**WHIPS' PROTOCOL** (to be inserted here)



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