## Complaints Procedure Flowchart Monitoring Officer: Complaint received by Acknowledges complaint within 5 **Monitoring Officer** working days Complaint considered Preliminary tests: Acting in capacity as a member? by Monitoring Officer In office at time of alleged misconduct? Very minor or trivial matter? Vexatious or malicious? Historical? Potential breach of the Code? What to do with it? Assessment of public interest? Decision within 28 working days of Complaint rejected receipt with reasons Or seek additional information as required prior to making a decision Informal Resolution (Mediation, apology etc) Potential criminal conduct/breach of other regulations Investigation Report to include: Appointment of Investigating Agreed facts; Officer and Investigation Facts not agreed and corresponding conflicting evidence Conclusion whether a breach of the Informal resolution in code or not consultation with an Independent Person Governance Sub-Committee to arbitrate on facts and conclude whether a breach of Complaint referred to the Code of Conduct has occurred. Governance Sub-Committee for determination Any decision made in consultation with an Independent Person in consultation with an Independent Person: Member right of appeal to 1. No Further Action Governance Appeals Sub-2. Informal Resolution Committee for reconsideration 3. Formal Decision/Action

Flowchart v2.1