Complaints that a Councillor has breached the Code of Conduct must be made by completing the Conduct complaint form <https://forms.towerhamlets.gov.uk/service/Conduct_complaint_form>

On the complaint form you must

1. Give your name and contact details
2. Give the name of the Councillor(s) you are complaining about
3. Give evidence to support your complaint, with name and contact details of any witnesses who will support your complaint

You want to make a complaint that a Councillor’s [Member of the Council’s] behaviour has breached the [ethical] Code of Conduct for Members.

*Complaints about other things, such as rubbish collection or parking, will be referred to the correct department.*

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When your complaint form is received, the following will happen within five working days:

* an acknowledgement will be sent to you;
* the Councillor who you have complained against will be notified of your complaint and asked to respond.

When the outcome is decided, the Monitoring Officer will arrange to send a report to the complainant and to the Councillor concerned.

Any follow up action will also be reported.

Within 10 working days of receiving the response from the Councillor, the Monitoring Officer, in consultation with the Independent Person, will decide:

* whether the complaint, if proved, would amount to a breach of the Code of Conduct;
* whether the complaint can be resolved by informal means within four weeks, such as by an apology from the Councillor or an agreement to undertake appropriate training;
* whether the complaint merits a formal investigation; if it does, a formal investigation will be carried out and, if possible, completed within two months.

The complainant and the subject Councillor will be informed of progress at regular intervals.

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Your complaint will be received by the Monitoring Officer or a member of their staff.

***If you do not give your name on the complaint form, and complete the form, it cannot be accepted.***

The Monitoring Officer (the Council’s senior legal adviser) will then consider the response from the Councillor concerned.

The Monitoring Officer will then seek the views of the Independent Person, who is someone outside the Council appointed by the Council for this purpose.