

# South Cambridgeshire District Council Complaints Procedure Flowchart

Complaint with supporting evidence received in writing by Monitoring Officer.

Monitoring Officer acknowledges complaint within 5 working days and seeks additional information/supporting evidence if required

Subject member contacted for response

**Preliminary tests:**  
 Acting in capacity as member?  
 Very minor or trivial matter?  
 Vexatious or malicious?  
 Potential breach of Code?  
 Assessment of public interest?  
 Historical - Is complaint in relation to incident over 3 months old?  
 Has Parish Council (PC) complaints process been exhausted or is it impractical for PC to deal with?  
 If PC has taken action in response to complaint was such action reasonable in all the circumstances?

Independent Person (IP) to consider complaint and response and make recommendation to Monitoring Officer.

Decision by Monitoring Officer (on recommendation of IP) within 21 working days of fully evidenced complaint.

**Investigation report to include:**  
 Agreed facts;  
 Facts not agreed and corresponding conflicting evidence;  
 Conclusion whether or not a breach of the Code

Complaint rejected with reasons given

or

Monitoring Officer explores informal resolution (e.g. mediation, apology, etc.)

Potentially criminal conduct / breach of other regulations – referral to Police

Investigating Officer appointed, conducts investigation and issues report

Monitoring Officer (in consultation with IP) agrees informal resolution or no further action  
 OR  
 Referral to Hearing Panel

Hearing Panel to meet within 2 months of referral to arbitrate on facts and conclude whether a breach of the Code of Conduct occurred.  
 Decision made in consultation with IP.

Options for Hearing Panel - No further action; Formal Decision/action; or informal resolution