Member Complaint Procedure Flowchart

Complaint received by Monitoring Officer

15 Working Days

Monitoring Officer initiates 2-stage filter 'can we' / 'should we' Reference to Annex A Criteria

Monitoring Officer consults Independent Person

Assessment Referral to Standards Committee subject to Annex B Criteria

Complaint passes initial assessment

Complaint fails initial assessment

Further investigation

Outcomes
• Dismissed – No Further Action
• Informal resolution (Annex C criteria)
• Refer to police for potential criminal conduct

No Appeal. Reported to Standards Committee

4 Months

Monitoring Officer appoints Investigating Officer

Monitoring Officer consults Independent Person on investigation findings: is there a potential Breach of the Code?

YES
Complaint heard by Hearings Panel

YES
Informal Resolution (Annex C Criteria) Reported to Standards Committee

NO
No further action Reported to Standards Committee

Finding of breach and sanction
No Appeal. Reported to Standards Committee

Finding of no breach
Informal Resolution or NFA Reported to Standards Committee