

## STANDARDS COMMITTEE



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PORTFOLIO	Leadership
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### Code of Conduct for Members - Local complaint-handling arrangements

#### PURPOSE

1. To adopt assessment criteria and a procedure for the assessment of complaints about Members.

#### RECOMMENDATION

2. That the Committee adopts the assessment criteria and procedure as set out in the Appendix to this report.

#### REASONS FOR RECOMMENDATION

3. The Committee must establish criteria and a procedure to ensure that the initial assessment of complaints about Members and any review of the decision are handled consistently, transparently and fairly.

#### SUMMARY OF KEY POINTS

4. All complaints about members must initially now be made to an Assessment Sub-Committee of the Standards Committee. In making decisions on how to handle complaints, an Assessment Sub-Committee is required to take into account assessment criteria approved by the Standards Committee. Also, the process for making a complaint, assessment and review should follow an approved procedure.
5. The main purpose of adopting Assessment Criteria is to ensure the complaint process operates consistently, transparently and fairly. Moreover, it is important that complainants, Members and the public have confidence in the Committee's complaint-handling arrangements as well as understanding the process that will be followed.
6. The proposed Assessment Criteria are attached at [Appendix 1](#) to this report. A flow chart showing the new process is attached at [Appendix 2](#). A copy of the procedure is attached at [Appendix 3](#).

## **FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

5. There are no direct implications.

## **POLICY IMPLICATIONS**

6. This is a new policy.

## **DETAILS OF CONSULTATION**

7. Chair of the Standards Committee.

## **BACKGROUND PAPERS**

8. Guidance from the Standards Board available at [www.standardsboard.gov.uk](http://www.standardsboard.gov.uk)

## **FURTHER INFORMATION**

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