



**COMPLAINT FORM:
CODE OF CONDUCT – BOROUGH, PARISH/TOWN COUNCILLORS AND
CO-OPTED MEMBERS**

To: The Chairman
 Assessment Sub-committee
 Member Services Section
 Dartford Borough Council
 Civic Centre
 Home Gardens
 Dartford
 Kent DA1 1DR
[Email: assessment.sub@dartford.gov.uk](mailto:assessment.sub@dartford.gov.uk)
 Fax: 01322 343422

A. Your details

A.1 Please provide your name and contact details

ANONYMOUS COMPLAINTS WILL ONLY BE REFERRED FOR INVESTIGATION OR SOME OTHER ACTION, IF ACCOMPANIED BY INDEPENDENT EVIDENCE TO SUBSTANTIATE OR INDICATE THE EXCEPTIONALLY SERIOUS OR SIGNIFICANT NATURE OF THE COMPLAINT

Title:	
First name:	
Last name:	
Address:	
Telephone:	
Email address:	
Signature:	
Date of complaint:	

A.2 Your name and summary of your complaint will normally be sent to the person you are complaining about and to the:

- Assessment Sub-committee members
- Monitoring Officer of the Borough Council
- relevant Parish/Town Clerk (if your complaint concerns a Parish/Town Councillor or Co-opted Member)

If you have concerns about your name and/or a summary of your complaint being released, please complete Section C of this form. You may also discuss your reasons or concerns with the Monitoring Officer.

A.3 Please tell us which complainant type best describes you:

- A member of the public
- An elected or co-opted Member of the Borough/Parish/Town Council
- An independent member of a Standards Committee
- A Member of Parliament
- A Monitoring Officer
- Other Council employee, contractor or agent of the Council
- Other ()

B. Making your complaint

B.1 Please provide the name of the Borough, Parish/Town Councillor(s) or Co-opted Member and their authority

Title	First name	Last name	Council name e.g. Dartford Borough Council

B.2 Please explain in this section (and/or on separate sheets), what the Councillor or Co-opted Member has done that you believe breaches the Code of Conduct. If you are complaining about more than one Councillor or Co-opted Member, you should clearly explain what each individual person has done.

B.3 It is important that you provide all the information you wish to have taken into account by the Assessment Sub-committee when it decides whether or not to take any action on your complaint. For example:

- you should be specific, wherever possible, about exactly what you are alleging the person said or did. For instance, instead of writing that the person insulted you, you should say what it was they said.
- you should provide dates of the alleged incidents wherever possible. If you cannot provide exact dates, it is important to give a general timeframe.
- you should confirm whether there are any witnesses to the alleged conduct and provide names and contact details, if possible.
- you should provide any relevant background information.
- if there has been a time lapse of more than 28 days since the alleged behaviour or conduct, explain why you delayed lodging your complaint.

Provide the details of your complaint. Continue on the next page, if necessary

Continue on the next page, as necessary

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Continue on the next page, as necessary

Provide the details of your complaint

Continue on a separate sheet(s), as necessary

C. Confidentiality of complainant and the complaint details

Only complete this section if you are requesting that your name and/or details of your complaint be kept confidential.

- C.1** As a matter of fairness and natural justice, the person you are complaining about should be told who has complained about them and the nature of the complaint against them. Your request for confidentiality and/or suppression of your complaint details will not automatically be granted. Requests for confidentiality will only be granted in exceptional circumstances at the discretion of the Assessment Sub-committee. In certain circumstances, the public interest in proceeding with an investigation, may outweigh your wish for confidentiality.
- C.2** Your name and/or details of your complaint are unlikely to be withheld during the initial assessment stage, unless the Assessment Sub-committee at its discretion, has reason to believe that:
- (1) you are either vulnerable or at risk of threat, harm or reprisal;
 - (2) you will suffer intimidation or be victimised or harassed;
 - (3) you work closely with the person you are complaining about and you are afraid of the consequences e.g. fear of losing your job;
 - (4) you suffer from a serious health condition and there are medical risks associated with your identity being disclosed (you will need to provide medical evidence to substantiate this);
 - (5) you may receive less favourable treatment because of the seniority of the person you are complaining about in terms of any existing Council service provision or any tender/contract you may have with or are about to submit to the Council;
 - (6) early disclosure of your complaint may lead to evidence being compromised or destroyed;
 - (7) early disclosure of your complaint may impede or prejudice the investigation;
 - (8) early disclosure of your complaint is not in the public interest.

Mere embarrassment is not a ground for requesting that your name and/or complaint details be kept confidential.

Provide your reasoning(s) for why your name and/or details of your complaint should remain confidential. Continue on the next page, if necessary

Provide your reasoning(s) for why your name and/or details of your complaint should remain confidential

Continue on a separate sheet(s), as necessary

D. Remedy sought

D.1 Please indicate the remedy or remedies you are looking for or hoping to achieve by submitting this complaint

E. Additional information

- E.1** Complaints must be submitted in writing. This includes fax and email. However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.
- E.2** We can also help, if English is not your first language.
- E.3** If you need any support in completing this form, please let us know as soon as possible. For more information, call our Customer Services on 01322 343434 or email customer.services@dartford.gov.uk

F. The Codes of Conduct

- F.1** Dartford Borough Council's Member Code of Conduct is available on the Borough Council's website www.dartford.gov.uk or a copy may be obtained by contacting Member Services (01322 343251).
- F.2** The Codes of Conduct for the Parish/Town Councils within the Borough of Dartford are available from the relevant Parish/Town Clerk whose details can be obtained from the Borough Council's website www.dartford.gov.uk or by you contacting the Parish/Town Council or Member Services Section (01322 343251).

G. Equalities and Diversity

- G.1** Dartford Borough Council aims to eliminate discrimination in respect of sex, colour, race, nationality, ethnic group, regional or national origin, age, marital status, disability, political or religious belief, sexuality or class and will ensure that its complaints' process is free from bias or discrimination and that all those involved in the process are treated fairly and with respect. The complaints' process will be conducted in a manner appropriate to the individual, whatever their background.

H. Equality monitoring

- H.1** If you are happy to, please complete the equalities monitoring questionnaire at Appendix 1 to this Complaint Form. This will be kept confidentially and separately to your completed Form. The details you provide will be used by Dartford Borough Council to collect statistics relating to equalities and complaints about Councillor and Co-opted Member conduct. They may also form part of the statistics supplied by the Borough Council, to the Standards Board for England, concerning the operation of this complaints' process.

For a translation of this document or further information, ring 01322 343111.

ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਅਨੁਵਾਦ ਲਈ ਜਾਂ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਟੈਲੀਫੋਨ ਨੰਬਰ 01332 343610 ਤੇ ਫ਼ੋਨ ਕਰੋ

ਪੰਜਾਬੀ

இந்த ஆவணத்தின் மொழிபெயர்ப்பிற்கு அல்லது மேலதிக தகவல்களுக்கு 01322 343611 க்கு அழையுங்கள்

தமிழ்

W celu uzyskania tłumaczenia tego dokumentu lub dalszych informacji, prosimy o kontakt pod numerem 01322 343612

Polski

Pokud si přejete obdržet překlad tohoto dokumentu nebo další informace, volejte číslo 01322 343613

česky

如欲索取这份文件的中文翻译或有意查询，请致电 01322 343614 联系。

简体中文

Pour une traduction de ce document ou pour plus d'information appeler 01322 343615

Français

DARTFORD BOROUGH COUNCIL**MONITORING EQUALITY IN THE COMPLAINTS' PROCESS**

We seek to ensure that all sections of the community have access to our services. The following information will be used for monitoring and statistical purposes only. Any information provided will not be taken into account in considering your complaint.

Please tick the circles as appropriate (or delete other options)

1. **Ethnic Group** *Ethnic groups are not about nationality, place of birth or citizenship. They are about colour and cultural background.*

White

- British
- Irish
- Any other white background

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Black or Black British

- Caribbean
- African
- Any other black background

Chinese

- Chinese

Other ethnic group

- Any other group

2. **Age:**

- 16-19
- 20-24

- 25-59
- 60-64
- 65 and above

3. Do you have a disability?

- Yes No

If you do, what is the nature of your disability?

- Difficulty getting around
- Hearing difficulty
- Difficulty seeing
- Learning difficulty
- Mental health problems
- Other