

Report to: Standards Committee



Date of Meeting 14 November 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Complaints Update Template

Report summary:

At the last Standards Committee meeting, the Committee discussed a revised template for updating on Code of Conduct complaints reports moving forward.

A review has therefore been conducted of the current template and a revised template is attached at Appendix A for Members approval.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

- (1) That the Standards Committee approve the revised template for providing updates on Code of Conduct complaints with or without amendments.

Reason for recommendation:

To ensure that the Committee are receiving regular updates, containing appropriate content, to ensure sufficient oversight by the Committee of Code of Conduct complaints.

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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Communications and Democracy
- Economy
- Finance and Assets
- Strategic Planning
- Sustainable Homes and Communities
- Culture, Leisure, Sport and Tourism

Equalities impact Low Impact

The Code of Conduct complaints procedures apply equally to everyone. The process also ensures that anyone with a disability has the ability to make a complaint with the assistance of Council officers where needed

Climate change Low Impact

Risk: Medium Risk; Poor member behaviour brings reputational damage. It is essential that there is a robust process in place for dealing with Code of Conduct complaints and to ensure oversight by the Committee.

Links to background information None

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

Report in full

At the last Standards Committee meeting, the Committee discussed the template for reporting on Code of Conduct complaints received moving forward. It was considered to be important that the report remained open and transparent, whilst ensuring confidentiality of individual complaints but also monitoring how the Council is performing in terms of dealing with complaints within the timescales outlined in the Council's adopted procedures moving forward.

A review has therefore been conducted of the current template and additional columns added to the update report so that the Committee have oversight as to how the Council is performing in terms of compliance with timescales for dealing with complaints and for monitoring any lessons learnt. A revised template is therefore attached at Appendix A for Members approval.

Financial implications:

There are no financial implications directly arising from this report.

Legal implications:

There are no significant legal implications directly arising from this report