

Annex A

Standards Committee Code of Conduct complaints update Period: April 2024 to September 2024

Case Ref	Parish/ Town or District?	Summary of Complaint	Area of Code alleged to be Breached	Date of First Contact	Date complaint received	Date of Stage 1 Decision	Rejected at Stage 1	Stage 1 timescale met?	Date of Stage 2 Decision	Stage 2 timescale met	Decision	Reason for delay	Lessons Learnt/ Next Steps
2023/ 12	Parish	Using position on outside bodies and failing to treat individual with respect	Courtesy and Respect Bullying, Harassment and Discrimination Confidentiality and access to information Disrepute Use of Position Interests	14/11/ 2023	23/01/ 2024	08/02/ 2024	N	N	08/04/ 2024	N	No further action	Started under old procedure and timescales	
2024/ 1	Parish	Rude to a member of public at a council meeting	Courtesy and Respect	02/02/ 2024	02/02/ 2024	05/02/ 2024	N	Y	15/04/ 2024	N	No further action	Seeking to get parties to agree to informal resolution	
2024/ 2	Parish	Mistreatment and bullying of Council officer	Bullying, Harassment and Discrimination	11/09/ 2023	17/03/ 2024	18/03/ 2024	N	Y	05/09/ 2024	N	Informal resolution - training	Very complex and long complaint and longer period of time needed in attempting to get parties to agree to informal resolution	

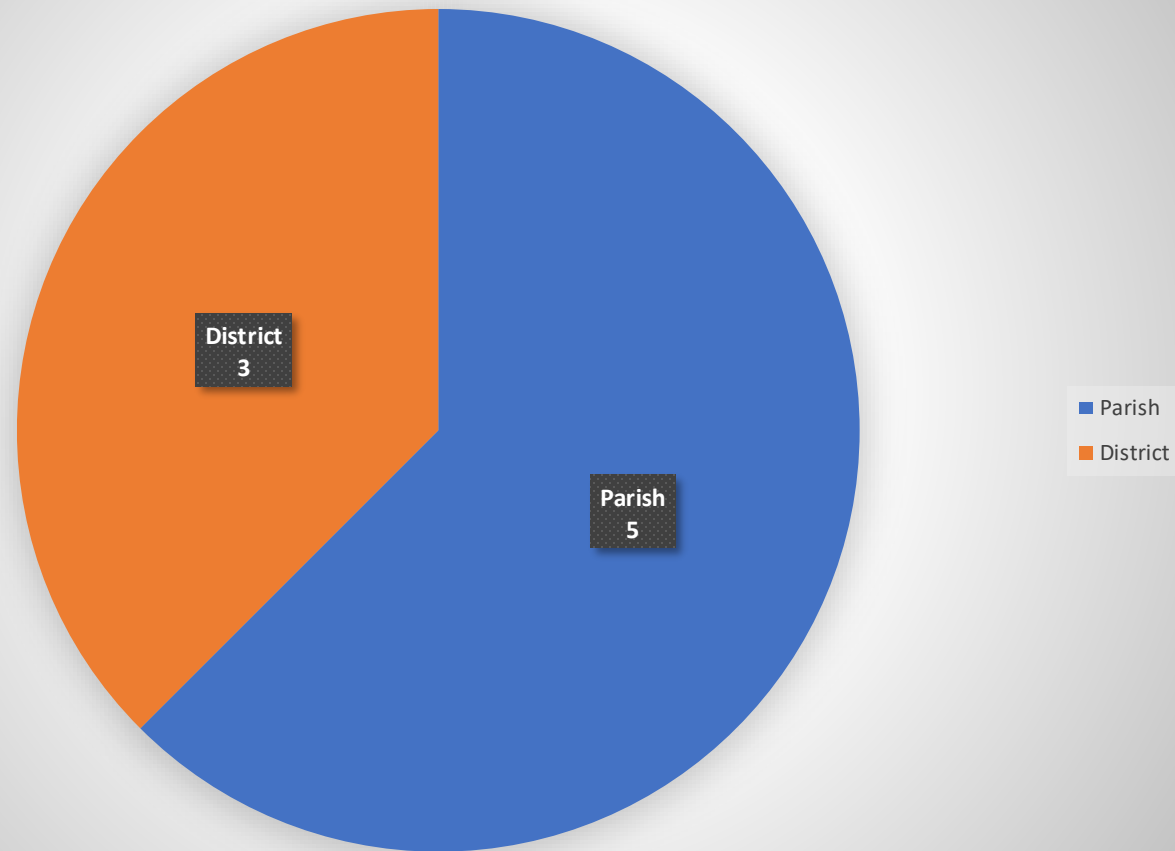
2024/ 3	Parish	Mistreatment and bullying of Council officer	Bullying, Harassment and Discrimination	11/09/2023	17/03/2024	18/03/2024	N	Y	05/09/2024	N	Informal resolution - training	Very complex complaint and longer period of time attempting to get parties to agree to informal resolution	
2024/ 4	District	Disrespect at a meeting and breaching confidentiality	Courtesy and Respect	23/02/2024	23/02/2024	11/03/2024	Y	N				Due to extent of background information that needed to be reviewed	
2024/ 5	District	Not copying complainant into emails and not delivering on promises	Courtesy and Respect	06/03/2024	18/03/2024	09/04/2024	N	N	31/05/2024	N	No further action	Election period	
2024/ 6	Parish	Not disclosing an interest when sharing information relating to a future planning application due to be discussed at a meeting	Failure to disclose an interest Attempting to compromise others	08/04/2024	18/04/2024	19/04/2024	N	Y	31/05/2024	N	No further action	Election period	
2024/ 7	District	Not deleting data or engaging with customer	None set out	01/07/2024	01/07/2024	03/07/2024	Y	Y					

- In addition, there are two historic complaints that do not appear to have been completed, these were received prior to the previous Monitoring Officer leaving the Council and were therefore started under the old procedure. Neither party has been in contact about the progress of the complaints for a significant amount of time. These are being reviewed alongside the Independent Persons with a view to concluding them formally.

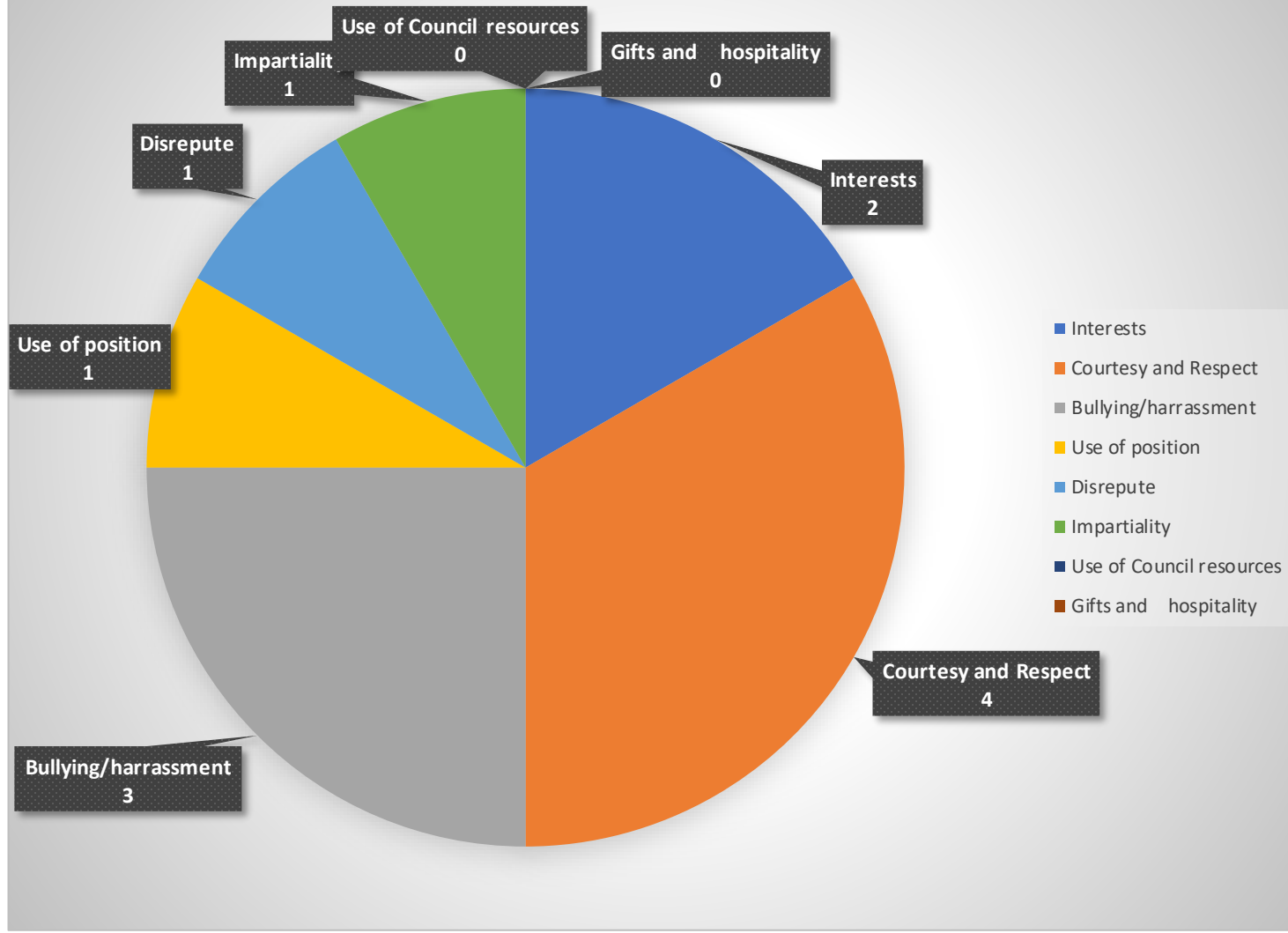
Annex B

Data Charts

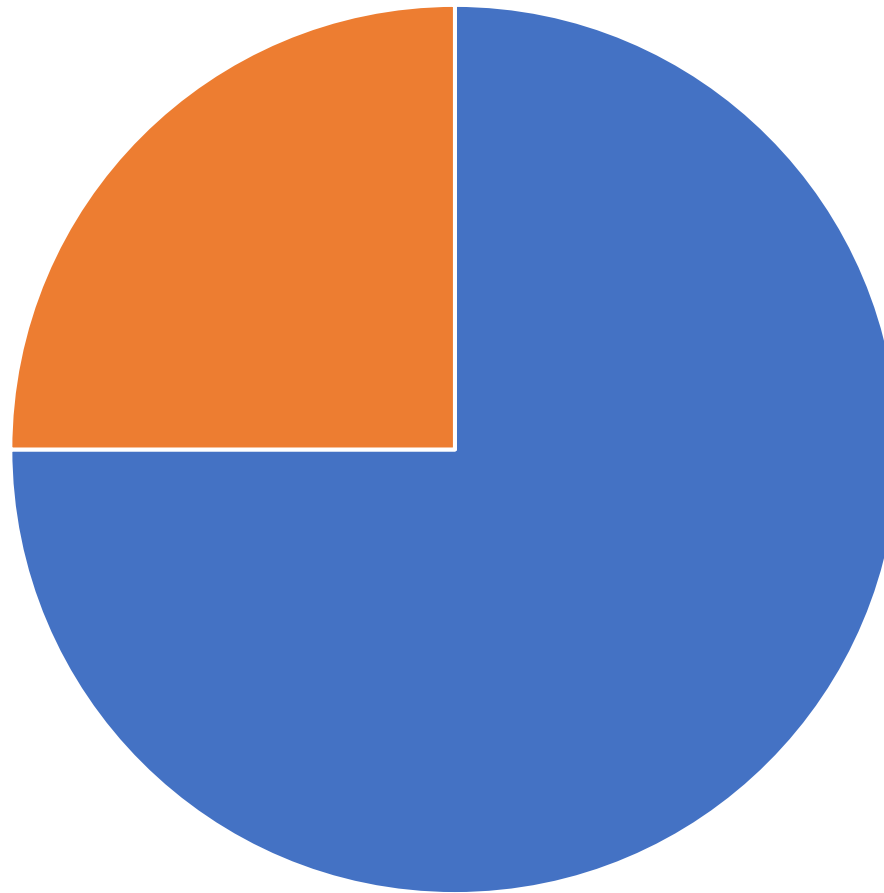
Complaints Parish or District?



Area of Alleged Code Breach

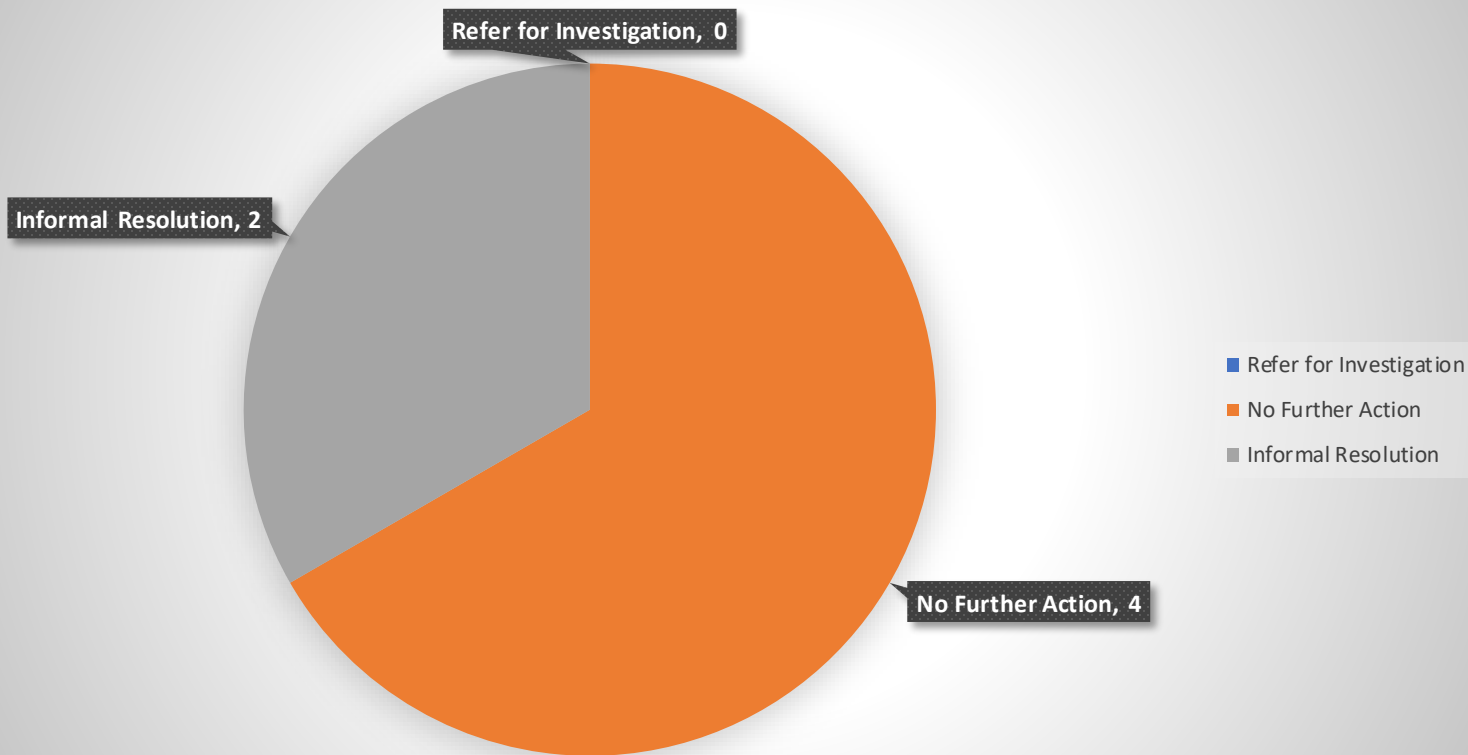


Stage 1 Outcome

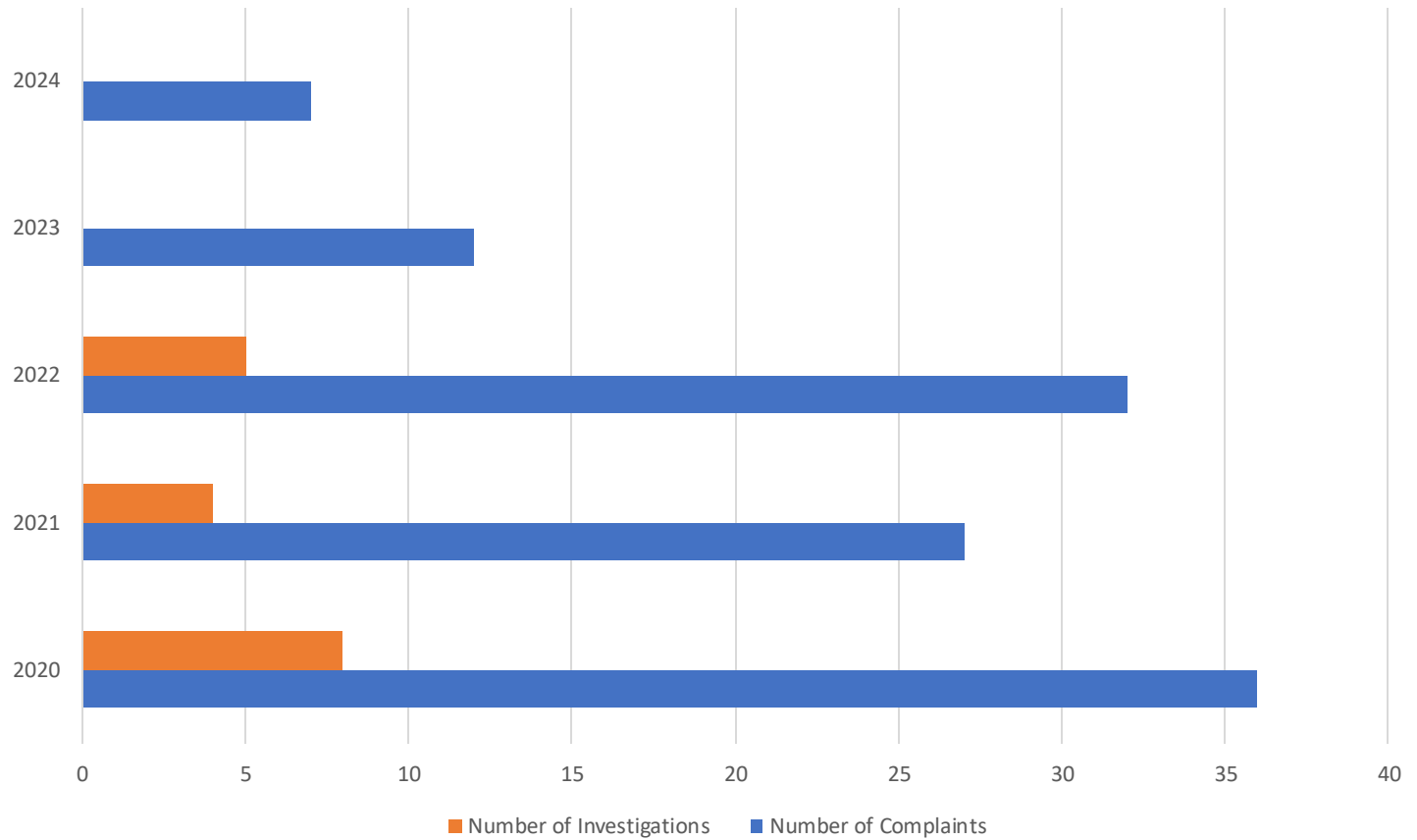


■ Accepted ■ Rejected

Stage 2 Outcome



Number of Complaints received per year compared



Average time to deal with a complaint

Year	Number of Days
2024	79
2023	99
2022	178