

COMPLAINT FORM

If you have any questions or difficulties filling in this form, for example if English is not your first language or you have a disability - please contact the Monitoring Officer.

You can also email the Council at christine.forde@coventry.gov.uk

Please note:

- We can only accept complaints in writing or by email
- We are unlikely to be able to keep your identity confidential if you make a complaint
- Once received, your complaint will be processed in accordance with the Council's Complaints Protocol, available on the Council's website *[insert hyperlink to it]*. It is strongly recommended that you read the Protocol before you complete this form, so you are aware of what will happen once the complaint is made.

About you

Title: Mr Mrs Ms Miss Councillor Other (please specify)

First Name:

Surname:

Address:

Daytime tel:

Evening tel:

email:

Please consider the complaint I have described below and in the evidence attached. I understand and accept that the details will normally be disclosed to the Member, particularly if the matter goes forward for investigation. I understand the complaint will be processed in accordance with the Council's Complaints Protocol.

Signed

Date

Your Complaint

Who are you complaining about?

Please give the name of the **Councillor(s), Member(s) or Co-opted Member(s)** that you consider has broken the Code of Conduct and the **name of their Authority(ies)**.

Name of individual(s)	Name of their Authority(ies)

Please tick here if you work for the Authority(ies) shown above

Please tick here if you are a Member of the Authority(ies) shown above

Please provide us with as much information as you can about your complaint to help us decide whether or not it should be investigated. Include the **date** and **details** of the alleged misconduct and any **information that supports the allegation**. The Ethics Committee can only consider complaints that a Member has broken a local Code of Conduct. Continue on a separate sheet if there is not enough space on this form.

1. WHO is the complaint about? - if it is more than one person name them all	
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2. WHY are you complaining about them? - say what went on, how you felt about it and why you think it is unacceptable or inappropriate	
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3. WHICH part of the Member's Code of Conduct are you alleging has been broken? Please be specific and if necessary, highlight the paragraph on the attached copy.	
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4. WHAT did they do? If it relates to their language or behaviour write down what they actually said/did as you need to say what they did that was unacceptable to you	
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5. WHEN did this take place? Be specific on the dates and times otherwise it becomes very difficult to investigate (if that is what happens)	
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6. WHERE? - be specific where it all took place - give the address and also the details of the venue - was it in a meeting room/corridor/in the street/in the pub etc.	
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7. WITNESS - who else was there and heard what went on - you need to name the persons who can potentially be asked questions about the incident	
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8. Evidence (if this applies)

Attach to this form copies of any correspondence, documents, names and details of witnesses and any other evidence that you feel is relevant to your complaint. Please avoid sending us large amounts of background information that only relate indirectly to your complaint.

Please tick this box if you would like us to return the evidence to you

It is essential that you give evidence to support your complaint, otherwise the Monitoring Officer and/or Ethics Committee will not be able to decide if what you say should be investigated.

WE NEED DETAILED INFORMATION FROM YOU - THE MORE DETAILED THE BETTER!

Please send this form to: Christine Forde
Solicitor to the Council and Monitoring Officer
1st Floor, Christchurch House
Coventry
CV1 2QL

The Race Relations Act 2000 requires us to monitor ethnic or national origin to ensure that we do not inadvertently discriminate against members of a particular group. It would, therefore, be helpful if you would complete the ethnic monitoring section of the form, although this is not compulsory

The answers will be removed and kept entirely separate from your complaint and will be completely confidential. They will be used for statistical purposes only, in which individuals will not be identified.

Your ethnic origin:

Asian or Asian British	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	White	<input type="checkbox"/>
Black or Black British	<input type="checkbox"/>	Mixed	<input type="checkbox"/>	Other	<input type="checkbox"/>

5.1 Member Code of Conduct

Coventry City Council

I being a duly elected Councillor/Co-opted Member for Coventry City Council hereby declare that I will undertake my duties as follows:

- 5.1.1. I will represent the community and work constructively with our staff and partner organisations to secure better social, economic and environmental outcomes for all.
- 5.1.2. **As a holder of public office** and as required by law I will behave in a manner that is consistent with the following principles to achieve best value for our residents and maintain public confidence in the Council:
 - a. **SELFLESSNESS:** I will act solely in terms of the public interest. I will not act in such a way as to gain financial or other material benefits for myself, my family, or my friends.
 - b. **INTEGRITY:** I will not place myself under any financial or other obligation to outside individuals or organisations that might seek to influence me in the performance of my official duties.
 - c. **OBJECTIVITY:** I will make choices on merit, in carrying out public business, including when making public appointments, awarding contracts, or recommending individuals for rewards and benefits.
 - d. **ACCOUNTABILITY:** I am accountable for my decisions and actions to the public and must submit myself to whatever scrutiny is appropriate to my office.
 - e. **OPENNESS:** I will be as open as possible about all the decisions and actions I take. I will give reasons for my decisions and restrict information only when the wider public interest or the law clearly demands.
 - f. **HONESTY:** I will declare any private interests relating to my public duties and take steps to resolve any conflicts arising in a way that protects the public interests.
 - g. **LEADERSHIP:** I will promote and support these principles by leadership and example.
- 5.1.3. As a Member of Coventry City Council I will act in accordance with the principles in paragraph 2 and, in particular, I will
 - a. Champion the needs of residents - the whole community and all my constituents, including those who did not vote for me - and put the public interest first.
 - b. Deal with representations or enquiries from residents, members of our communities and visitors fairly, appropriately and impartially.
 - c. Not allow other pressures, including the financial interests of myself or others connected to me, to deter me from pursuing constituents' casework, the interests of the City of Coventry or the good governance of the Council in a proper manner.
 - d. Exercise independent judgement and not compromise my position by placing myself under obligations to outside individuals or organisations who might seek to influence the way I perform my duties as a Member/Co-opted Member of this Authority.

- e. Listen to the interests of all parties, including relevant advice from statutory and other professional officers, take all relevant information into consideration, remain objective and make decisions on merit.
- f. Be accountable for my decisions and cooperate when scrutinised internally and externally, including by local residents.
- g. Contribute to making the City Council's decision-making processes as open and transparent as possible to ensure residents understand the reasoning behind those decisions and are informed when holding me and other Members to account but restricting access to information when the wider public interest or the law requires it.
- h. Behave in accordance with all my legal obligations, alongside any requirements contained within the Council's policies, protocols and procedures, including on the use of the Council's resources.
- i. Value my colleagues and staff and engage with them in an appropriate manner and one that underpins the mutual respect between us that is essential to good local government.
- j. Always treat people with respect, including the organisations and public I engage with and those I work alongside.
- k. Provide leadership through behaving in accordance with these principles when championing the interests of the community with other organisations as well as within this Council.

5.1.4. Gifts and Hospitality

- 5.1.4.1. I will, within 28 days of receipt, notify the Monitoring Officer in writing of any gift, benefit or hospitality with a value in excess of £25 which I have accepted as a member from any person or body other than the authority.
- 5.1.4.2 I acknowledge that the Monitoring Officer will place my notification on a public register of gifts and hospitality.
- 5.1.4.3 I am aware that this duty to notify the Monitoring Officer does not apply where the gift, benefit or hospitality comes within any description approved by the Council for this purpose.

5.1.5. Register of Interests

- 5.1.5.1 I will:
 - a. register and, where appropriate, disclose those disclosable pecuniary interests that I am obliged to declare under the Localism Act and associated regulations; and
 - b. register details of my membership of any organisation or body whose rules or requirements of membership could be regarded as suggesting a degree of loyalty to that organisation or body. I acknowledge that this could arise by reason of an organisation having an obligation of secrecy about its rules, its membership or conduct and/or a commitment of allegiance or support to that organisation or body. I understand that such organisations or bodies may or may not be charitable concerns and they may also have a local, regional, national or international aspect; and
 - c. register details of my membership of any trade union within the meaning of Section 1 of the Trade Union and Labour Relations (Consolidation) Act 1992.

I will do this by completing, signing and submitting the prescribed form to the Monitoring Officer at Coventry City Council. I will keep the register updated and acknowledge that its contents will be published on the Council's website and will be open to the public to inspect.

5.1.6. Disclosable Pecuniary Interests Entered on the Register

5.1.6.1 I understand that if I am present at a meeting of the Council and

- a. I am aware that I have a disclosable pecuniary interest under paragraph 5.1.a above in any matter to be considered or being considered at the meeting; and
- b. the interest is entered in the Council's register

I may not participate in any discussion or further discussion of an item of business or in any vote or further vote taken on that item which affects or relates to the subject matter in which I have such an interest ; and I will leave the room where the meeting is held while any discussion or voting takes place.

5.1.7. Disclosable Pecuniary Interests NOT Entered on the Register

5.1.7.1. I understand that if I am present at a meeting of the Council and

- a. I am aware that I have a disclosable pecuniary interest under paragraph 5.1.a above in any matter to be considered or being considered at the meeting; **and**
- b. the interest is not entered in the Council's register,

I must disclose the interest to the meeting. Furthermore, I may not participate or further participate in any discussion of the matter at the meeting or participate in any vote or further vote taken on the matter at the meeting and I will leave the room where the meeting is held while any discussion or voting takes place.

5.1.7.2 I also understand that if an interest referred to in 7.1 above is not entered on the Council's register and is not the subject of a pending registration, I must notify the Council's Monitoring Officer of the interest within 28 days of the date of the disclosure.

5.1.7.3 If I am a member who has the power to discharge a council function acting alone, I understand that if I am aware that I have a disclosable pecuniary interest in any matter to be dealt with or being dealt with by me in the course of discharging that function:

- a. I may not take any steps, or any further steps, in relation to the matter (except for the purpose of enabling the matter to be dealt with otherwise than by me); **and**
- b. If the interest is not entered on the Council's register and is not the subject of a pending registration, I must notify the Council's Monitoring Officer of the interest within 28 days of becoming aware of the interest.

5.1.8. Other Relevant Interests

5.1.8.1 I understand that I have an Other Relevant Interest (which is not a disclosable pecuniary interest) in any matter to be considered or being considered at the meeting) where:

- a. a decision in relation to that matter might reasonably be regarded as affecting the well-being or financial standing of me or a member of my family or a person with whom I have a close association, or an organisation or body under paragraph 5.1.b or 5.1.c above, to a greater extent than it would affect the

majority of the Council Tax payers, ratepayers or inhabitants of the ward or electoral area for which I have been elected or otherwise of the authority's administrative area; and

- b. the interest is one that a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest.

5.1.8.2 I acknowledge that if I have an Other Relevant Interest as described in 8.1. above,—

- a. I will make a verbal declaration of the existence and nature of that interest at or before the consideration of the item of business or as soon as the interest becomes apparent; **and**
- b. I will not participate in any discussion or further discussion of an item of business or in any vote or further vote taken on that item which affects or relates to the subject matter in which I have an Other Relevant Interest at any meeting at which I am present and I will leave the room where the meeting is held while any discussion or voting takes place.