

Audit and Governance Committee

28 November 2024

Draft Minute Extract

COMPLAINTS GUIDANCE AND PROCESS

(AG146)

The Director (Legal) introduced the report which outlined the revised complaints guidance and process following on from consideration of the Code of Conduct for Councillors at the previous committee and subsequent recommendation for agreement at full Council.

The Director (Legal) responded to members' questions including advising that as a first step, the recording of the on-line training carried out for all city councillors would be circulated to parish councils. If there was a demand, on-line training for parish councils would be offered in addition to in person training if required.

It was noted that page 37 of Part 3 of the Guidance (contained as Appendix 1 of the report) contained a duplicate example which could be removed.

RECOMMENDED (TO COUNCIL):

That the arrangements for dealing with code of conduct complaints (Appendix 2 of report AG146) be adopted as a document that is incorporated into the Councils Constitution.

RESOLVED:

1. That the guidance and arrangement for dealing with complaints be endorsed, as attached as Appendix 1 and 2 to the report.
2. That it be noted that the Monitoring Officer will advise all Town and Parish Councils within the district of the Guidance and arrangements for dealing with complaints including the offer of an online training session.