

## COMPLAINT FORM

### Your details

1. Please provide us with your name and contact details. Anonymous complaints will only be considered if there is independent evidence to substantiate the complaint.

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we will tell the following people that you have made this complaint:

- the member(s) you are complaining about
- the monitoring officer of the authority
- the parish or town clerk (if applicable)

We will tell them your name and give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 6 of this form.

2. Please tell us which complainant type best describes you:

- Member of the public
- An elected or co-opted member of an authority
- An independent member of the standards committee
- Member of Parliament
- Local authority monitoring officer
- Other council officer or authority employee
- Other ( )

3. Equality monitoring questions (please fill in the Equality Monitoring Form attached to this form)

### Making your complaint

4. Please provide us with the name of the member(s) you believe have breached the Code of Conduct and the name of their authority:

Title	First name	Last name	Council or authority name

5. Please explain in this section (or on separate sheets) what the member has done that you believe breaches the Code of Conduct. If you are complaining about more than one member you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the Monitoring Officer when it decides whether to take any action on your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the member said or did. For instance, instead of writing that the member insulted you, you should state what it was they said.
- You should provide the 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 their names and contact details if possible.
- You should provide any relevant background information.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form.

**Only complete this next section if you are requesting that your identity is kept confidential**

6. In the interests of fairness and natural justice, we believe members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that:
- you may be victimised or harassed by the Member(s) against whom you are submitting a complaint (or by a person associated with them); or
  - you may receive less favourable treatment from the Council because of the seniority of the Member against whom you are submitting a complaint in terms of any existing Council service provision or any tender / contract that you may have or are about to submit to the Council.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Monitoring Officer will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request

for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:

### **Additional Help**

7. Complaints must be submitted in writing. This includes fax and electronic submissions. 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.

We can also help if English is not your first language.

If you need any support in completing this form, please let us know as soon as possible.

Please return your completed form to:

Monitoring Officer  
Stafford Borough Council  
Civic Centre  
Riverside  
Stafford ST16 3AQ

Tel: 01785 619220  
Fax: 01785 619119  
Email: [monitoringofficer@staffordbc.gov.uk](mailto:monitoringofficer@staffordbc.gov.uk)

**Stafford Borough Council  
Equality Monitoring Form  
- Information for monitoring purposes only -**

**Ethnic Origin**

Choose one section from (A) to (E) then tick the appropriate box to indicate your cultural background. These are based on the 2001 Census with additional categories included.

**A White**

- |                          |         |                          |                  |                          |        |
|--------------------------|---------|--------------------------|------------------|--------------------------|--------|
| <input type="checkbox"/> | British | <input type="checkbox"/> | Albanian/Kosovan | <input type="checkbox"/> | Romany |
| <input type="checkbox"/> | Irish   | <input type="checkbox"/> | Bosnian          |                          |        |

Any other White background please write here :

**B Mixed**

- |                          |                             |                          |                 |
|--------------------------|-----------------------------|--------------------------|-----------------|
| <input type="checkbox"/> | White and Black - Caribbean | <input type="checkbox"/> | Asian and Black |
| <input type="checkbox"/> | White and Black – African   | <input type="checkbox"/> | White and Asian |

Any other Mixed background please write here :

**C Asian or Asian British**

- |                          |           |                          |             |
|--------------------------|-----------|--------------------------|-------------|
| <input type="checkbox"/> | Indian    | <input type="checkbox"/> | Kashmiri    |
| <input type="checkbox"/> | Pakistani | <input type="checkbox"/> | Bangladeshi |

Other Asian background please write here :

**D Black or Black British**

- |                          |           |                          |         |
|--------------------------|-----------|--------------------------|---------|
| <input type="checkbox"/> | Caribbean | <input type="checkbox"/> | African |
|--------------------------|-----------|--------------------------|---------|

Any other Black background please write here :

**E Chinese or other ethnic group**

- |                          |            |  |         |                          |        |
|--------------------------|------------|--|---------|--------------------------|--------|
| <input type="checkbox"/> | Chinese    |  | Arab    | <input type="checkbox"/> | Afghan |
| <input type="checkbox"/> | Vietnamese |  | Kurdish |                          |        |

Any other please write here :