

BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

From: Monitoring Officer	Report Number: JAC87
To: Joint Audit and Standards Committee	Date of meeting: 12 September 2016

COMPLAINTS MONITORING REPORT

1. Purpose of Report

- 1.1 To report on Code of Conduct complaints received or determined since the last time that such complaints were reported to the Committee.

2. Recommendation

- 2.1 That the content of this report be noted.

3. Financial Implications

- 3.1 No direct costs have been incurred in the handling of complaints.

4. Risk Management

- 4.1 This report is most closely linked with the Councils' Significant Business Risk No. 5c – Failure to develop clear governance arrangements that enable the right decisions to be taken that are appropriate for the environment that we are operating in.

Key Risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
Complaints are not handled promptly	Unlikely	Minimal	Monitoring of complaints
Decisions are not sound	Unlikely	Bad	Apply adopted procedures

5. Consultations

An 'independent person' appointed under the Localism Act 2011 has or will be consulted on each complaint.

6. Equality Analysis

- 6.1 Not relevant to this report.

7. Shared Service / Partnership Implications

- 7.1 The same processes are applied across both Councils.

8. Key Information

	BDC	MSDC	TOTAL
Number of complaints received since last meeting	7	2	10
Number of complaints against District Councillors	7	1	8
Number of complaints against Parish Councillors	0	1	1
Number of complaints upheld & action taken	1*	0	1
Number of findings of no breach of the Code & no action taken	2	1	3
Number of complaints under consideration/pending decision	4	2	6

*The outcome of this decision was that a minor breach was found. The Councillor concerned was required to amend their Register of Interests and to undertake training.

9. Appendices

None.

10. Background Papers

Relevant complaint files.

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