

How to get a complaints form

Forms can be downloaded from your district, borough or county council website or they are available from your local council receptions.

What happens next?

The assessment sub-committee can only deal with complaints about the behaviour of a councillor. It will not deal with complaints about things that are not covered by the Code of Conduct. Any complaints must be clear as to why the complainant thinks that a councillor has not followed the Code of Conduct.

We aim to make an initial assessment of the complaint within 20 working days of receipt. If the decision is to take no further action, complainants will have the right to ask for that initial decision to be reviewed.

This leaflet is available from council offices and libraries across the county

If you need help to understand this information in another language please call the number below.

إذا تحتاج إلى مساعدة لفهم هذه المعلومات في أي لغة أخرى فالرجاء الاتصال على الرقم التالي.

Arabic

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。

Chinese

જો તમારે આ માહિતી બીજા ભાષામાં સમજવા માટે જોઈતી હોય, તો કૃપા કરી ગીચેના નંબર પર કોલ કરો.

Gujarati

بەم زانیاری یەشێنی ئێ بە ت گەهی هتی هه یارمەر پ و ی س شیت بەگئیە بەکە، وە ی خوارم ژمارەندی بەیو بەژمان کسێ تر تگایە

Kurdish

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

If you would like this information in another format, including audio tape, large print or easy read, please call **08456 066 067**.



How to make a complaint about a councillor



If you consider that your local councillor has acted inappropriately what can you do?

If you want to make a complaint about the conduct of a councillor, you can fill in a complaints form and send it to the standards committee of the council concerned. If your complaint is about a county councillor, you should send it to Suffolk County Council. If your complaint is about a parish or town councillor, you should send it to your local district or borough council – in other words, the council that collects your council tax.

What can you complain about?

You can complain about a councillor breaking any part of the authority's Code of Conduct. This includes:

- Failing to treat people with respect
- Causing the local authority to breach equality laws
- Revealing information that was given to them in confidence, or stopping someone getting information they are entitled to by law
- Damaging the reputation of their office or authority
- Using their position improperly, to their own or someone else's advantage or disadvantage
- Misusing the authority's resources
- Allowing the authority's resources to be misused for the activities of a registered political party
- Failing to reveal a personal interest at a meeting

- Compromising the impartiality of officers
- Taking part in a meeting or making a decision where the member has an interest that is so significant that it is likely to affect his or her judgement

The Code of Conduct sets out the rules governing the behaviour of councillors in local authorities across the country. Most councils have adopted a model form of the code. You can obtain a copy by contacting the monitoring officer of your district, borough or county council.

What is not covered?

A Standards Committee will not look at complaints that are about:

- People employed by the council or authority.

- Incidents that happened before the member was elected or chosen to serve.
- Incidents that happened either before the authority adopted the Code of Conduct or before 5 May 2002, whichever is earlier.
- The way an authority conducts or records its meetings.
- The way an authority has or has not done something. For county, district and borough councils this may be a matter for county, district and borough Ombudsman if the authority has not dealt with the matter properly and it has not been resolved locally.
- Decisions of the authority or one of the services it provides. In this case, you should ask how to complain using the authority's own complaints system.

Who do I complain to?

Completed complaints forms about the conduct of a county councillor should be submitted to



Suffolk County Council, Endeavour House, Russell Road, Ipswich IP1 2BX

Completed complaints forms about the conduct of a district or borough councillor or a councillor from one of our parish or town councils, should be submitted in writing to the authority in which the councillor's ward or parish is situated:



Suffolk Coastal District Council, Melton Hill, Woodbridge IP12 1AU



Waveney District Council, Town Hall, High Street, Lowestoft NR32 1HS



Mid Suffolk District Council, Council Offices 131 High Street, Needham Market, Ipswich, Suffolk IP6 8DL



Babergh District Council, Council Offices, Corks Lane, Hadleigh IP7 6SJ



St Edmundsbury Borough Council, Borough Offices, Angel Hill, Bury St Edmunds IP33 1XB



Ipswich Borough Council, Grafton House, Russell Road, Ipswich IP1 2DE



Forest Heath District Council, District Offices, College Heath Road, Mildenhall, Bury St Edmunds, Suffolk IP28 7EY