Complaints handling flow chart Monitoring Officer decides, consulting Monitoring Officer acknowledges Independent Person Complaint received <u>if necessary</u> Member to be notified Is it a possible breach? No Yes - Complainant - Member advised advised of outcome: of complaint and no right to appeal. outcome. No Monitoring Officer decides in Member Conduct Panel Chairman consultation with Member Conduct decides in Complainant and Panel Chairman consultation with Member advised of No Monitoring Officer Is informal recommendation Should it be resolution and right to request investigated? a panel instead of appropriate?* informal resolution. Yes Member and/or complainant request investigation/Panel Yes hearing Independent Complainant/ Investigation Member agree recommendation Yes Independent Person makes final decision Informal resolution No sought Member Conduct Panel consults Panel **hearing Independent Person before announcing final decision No further action Possible outcomes: No breach of Code of Conduct If Member appeals, a Member right No further action newly-constituted to appeal*** Censure Member Conduct Recommendation to Group Leader Panel meets to Report to Council review sanction

^{*} Informal resolution should be sought where possible.

^{**} Three Members drawn from standing panel, chaired by Chairman of Council

 $^{^{**}}$ *No right to appeal for complainant. Member can appeal to Member Conduct Appeals Panel on Sanction