

Complaint form



Complaint to the Council's monitoring officer alleging a breach of the Council's Code of Conduct by an elected or statutory co-opted member of the Council

When completed please send this and any supporting details to:

The Monitoring Officer, London Borough of Merton

email to paul.evans@merton.gov.uk

Address: Monitoring Officer, Civic Centre, London Road, Morden, Surrey, SM4 5DX

Telephone: 0208 8545 3338

Section 1. Your details - Please provide your name and contact details

Title:	
First name:	
Last name:	
Address:	
Daytime telephone:	
Evening telephone:	
Mobile telephone:	
Email address:	

We will give a copy of your complaint to the member(s) you are complaining about but your address and contact details will not be released without your permission.

If you have serious concerns about your name and/or details of your complaint being released, please complete section 3.

Please tell us which complainant type best describes you:

- Member of the public
- An elected or co-opted member of the London Borough of Merton
- An elected or co-opted member of another authority
- An officer of the London Borough of Merton
- Member of Parliament
- Other (.....)

Section 2. Making your complaint

Once you have submitted your complaint you will be contacted within 7 working days, explaining what will happen to your complaint and the anticipated timeframe within which it will be considered.

Please note that we can only deal with complaints about the alleged improper behaviour and Conduct of a Member which may constitute a breach of the Council's Code of Conduct for Members.

The Committee cannot deal with complaints about any of the Council's departments, services or matters not covered by the Council's Code of Conduct. Concerns regarding matters other than the conduct of a Member should be raised with the Council through the Council's established complaints procedure (details of which are available on the Council's website)

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

Name of Member(s):

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 assessment sub-committee 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.

Section 3. Details of complaint

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

Section 4. Request to withhold information

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

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 there are exceptional circumstances. Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The assessment sub-committee 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:

Section 5. Additional help

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 by telephoning the Monitoring Officer on 0208 8545 3338.