

**COMPLAINTS ASSESSMENT SUB-COMMITTEE
PROCEDURE FOR DEALING WITH COMPLAINTS
(RECOMMENDATION 7)**

1. Upon receipt of an allegation and any accompanying report by the Monitoring Officer, the Sub-Committee shall make an initial assessment of the allegation and shall then do one of the following:
 - 1.1. Refer the allegation to the Monitoring Officer, with an instruction that he/she arrange a formal investigation of the allegation, or directing that he/she arrange training, conciliation or such appropriate alternative steps as permitted by Regulations;
 - 1.2. Refer the allegation to the Standards Board for England;
 - 1.3. Decide that no action should be taken in respect of the allegation;
or
 - 1.4. Where the allegation is in respect of a person who is no longer a member of the Authority, but is a member of another relevant authority (as defined in Section 49 of the Local Government Act 2000), refer the allegation to the Monitoring Officer of that other relevant authority;

AND, shall instruct the Monitoring Officer to take reasonable steps to notify the person making the allegation and the member concerned of that decision and the procedure for seeking a review of that decision.

2. Upon completion of an investigation by or on behalf of the Monitoring Officer, the Sub-Committee shall be responsible for determining whether:
 - 2.1 It accepts the Monitoring Officer's finding of no failure to observe the Code of Conduct;
 - 2.2 The matter should be referred for consideration at a hearing before the Hearings Sub-Committee of the Standards Committee; or
 - 2.3 The matter should be referred to the Adjudication Panel for determination.
3. Where the Sub-Committee resolves to do any of the actions set out in Paragraph 1 or 2 above, the Sub-Committee shall state its reasons for that decision.
4. The Sub-Committee shall apply the procedure as set out in the Monitoring Officer Protocol for assessing complaints and as set out in guidance issued by the Standards Board for England.