

COMPLAINT FORM

This form should only be used for complaints which involve a breach of the Code of Conduct either by Hackney Councillors or by Co-optees to committees of the Council.

Hackney Council is committed to open and transparent local democracy and to maintaining the highest standards of conduct among its Councillors and Co-optees.

We have a Standards Committee, made up from independent members (up to six) of the public and six elected Councillors. The main purpose of the committee is to promote and maintain high standards of conduct among the Council's elected and co-opted Members.

All Councillors and Co-optees have signed up to the Code of Conduct. You can find this on the Council's website (www.hackney.gov.uk), or you can ask us to send you a copy by contacting our Governance Services Team (telephone: 020 8356 3326/3578) or by e-mail to governance@hackney.gov.uk.

Making a complaint

If you feel that a Councillor Co-optee of Hackney Council is not following the Code of Conduct or has breached the Code in any way and you want to complain about them, you will need to complete a complaint form obtainable from either the Council's website or from Governance Services (contact details above), or you can write to the Monitoring Officer who is also the Council's Director of Legal & Governance.

Please send the completed form together with any documents marked confidential to:

Director of Legal & Governance Monitoring Officer
London Borough of Hackney
Town Hall
Mare Street
London E8 1EA

E-mail: monitoringofficer@hackney.gov.uk

COMPLAINT FORM:

CODE OF CONDUCT FOR COUNCILLORS OR CO-OPTES

Your Details

1. Please provide us with your name and contact details:

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

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we will tell the following people that you have made this complaint:

- the Councillor(s) or Co-optee(s) you are complaining about
- the Monitoring Officer of the Council
- the Members of the Standards Committee who will be dealing with your complaint.

We will tell them your name and give them details of your complaint. If you have serious concerns about your name or details of your complaint being released, please complete section 5 of this form.

The Monitoring Officer will maintain a confidential register of all complaints to ensure that the Council is complying with its legal obligations.

The Monitoring Officer is authorised to maintain the confidentiality of the identity of the complainant where and for so long as in her opinion that would be in the public interest.

Unless the Monitoring Officer considers that it would prejudice any potential investigation into the allegation or would otherwise be contrary to the public interest, the Monitoring Officer will also inform the Councillor or Co-optee against whom the complaint is made that the matter will be referred to the Standards Committee's Assessment Sub-Committee, and will provide the Councillor or Co-optee with an outline summary of the complaint.

2. Please tick which complainant type best describes you:

- Member of the public
- An elected or co-opted member of an authority
- An independent member of the standards committee
- Member of Parliament
- Local authority Monitoring Officer
- Other Council Officer or authority employee
- Other (please specify)

The information we need from you

3. Please provide us with the name of the Councillor (s) or Co-optee(s) you believe have breached the Code of Conduct:

Cllr. or Title	First name	Last name

4. Please explain in this section (or on separate sheets) what the Councillor or Co-optee has done that you believe breaches the Code of Conduct. If you are complaining about more than one person 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 Councillor or Co-optee said or did. For instance, instead of writing that the Councillor or Co-optee 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.

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

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5. 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 Councillors or Co-optees 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 appears to be a good reason to believe that it would prejudice any potential investigation into the allegation or would otherwise be contrary to the public interest.

Please note that requests for confidentiality and the non-disclosure of the complaint will not automatically be granted. The Assessment Sub-Committee will consider the request alongside 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:

If you need additional help

6. 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.

Please sign your name and insert date in the spaces below before you send your completed form to us:

Signature:

Date:

This form should be returned marked confidential to:

**Bernadette Parkin
PA to the Monitoring Officer
London Borough of Hackney
Hackney Town Hall
Mare Street
London E8 1EA**

Equality Monitoring Questions (This is optional but would help us to ensure we serve all sections of the community fairly and equally)

Why do we monitor?

Hackney Council has a moral and legal responsibility to promote equality. As part of our duty we need to monitor those who are using or would like to use our services. With up-to-date and accurate information we are able to:

- Better understand our service users/residents to meet their specific needs.
- Identify any possible discrimination or barriers to accessing our services (or information about our services) for different groups of people.
- Anticipate and avoid potential difficulties for some people and work to remove them.

Data Protection

All information is confidential and will only be used under the strict controls of the Data Protection Act 1998.

Age Monitoring Information

Which one of the following age groups do you fall into?

16-19 20 -29 30-39 40-49 50- 59 60- 69 70- 79 80 +

Gender Monitoring Information

Are you? Male Female

Ethnicity Monitoring Information

What is your ethnic group?

Our ethnic background describes how we think of ourselves. This may be based on many things, for example, our language, culture, ancestry or family history. Ethnic background is not necessarily the same as nationality or country of birth. It is not

possible to list all of the ethnic groups but those listed below reflect the largest ethnic groups in Hackney. Please study the list and tick which is closest to how you see yourself, or write in a more specific group if you wish.

A) White	
British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Traveller of Irish heritage	<input type="checkbox"/>
Gypsy Roma	<input type="checkbox"/>
Turkish Cypriot/Turkish-speaking (including Kurdish)	<input type="checkbox"/>
Other Kurdish	<input type="checkbox"/>
Greek/Greek Cypriot	<input type="checkbox"/>
White Eastern European	<input type="checkbox"/>
White Other European	<input type="checkbox"/>
Jewish	<input type="checkbox"/>
Charedi (Orthodox Jewish)	<input type="checkbox"/>
Any other White background (please specify if you wish)	<input type="checkbox"/>
<hr/>	
B) Mixed	<input type="checkbox"/>
White and Black Caribbean	<input type="checkbox"/>
White and Black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>
Any other Mixed background (please specify if you wish)	<input type="checkbox"/>
<hr/>	

- C) Asian or Asian British**
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background (please specify if you wish)
-
- D) Black or Black British**
- Caribbean
- African – Somali
- African – Congolese
- African – Nigerian
- African – Ghanaian
- Other West African
- Any other African or Black background (please specify if you wish)
-
- E) Chinese or South East Asian / South East Asian British**
- Chinese
- Vietnamese
- Any other South East Asian (please specify if you wish)
-
- F) Any other ethnic group**
- Any other group (please specify if you wish)
-

Disability Monitoring Information

Do you have a disability?

The definition of disability according to the Disability Discrimination Act 1995 (DDA), is: “A physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities”. (Long term in this

definition is taken to mean more than 12 months). This definition also includes long term illness such as cancer and HIV or mental health.

Do you consider yourself to have a disability under the Disability Discrimination Act Definition? Yes No

Are you registered for Disability Living Allowance? Yes No

To help us classify our results, please tick the definition(s) below which best describe your impairment.

Hearing (deaf, partially deaf or hard of hearing)	<input type="checkbox"/>
Vision (blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)	<input type="checkbox"/>
Mobility (wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis etc.)	<input type="checkbox"/>
Speech (speech impairments that can cause communication problems)	<input type="checkbox"/>
Mental Illness (substantial and lasting more than a year, severe depression, psychoses etc.)	<input type="checkbox"/>
Learning Difficulties (e.g. dyslexia)	<input type="checkbox"/>
Physical Co-ordination (manual dexterity, muscular control, e.g. cerebral palsy)	<input type="checkbox"/>
Reduced Physical Capacity (inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, e.g. asthma, angina or diabetes)	<input type="checkbox"/>
Physical Disability	<input type="checkbox"/>
Long Term Illness (such as cancer, HIV, multiple sclerosis)	<input type="checkbox"/>
Other Disability (please specify if you wish)	<input type="checkbox"/>

Religion / Belief Monitoring Information

Hackney Council recognises that monitoring faith groups within the borough is a significant step to acknowledging the diversity of our service users' / residents' faith or beliefs and to understanding and responding to associated needs or issues.

Please tick the a box from the list below which best describes your belief or faith

Christian	<input type="checkbox"/>	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Orthodox Jewish/Charedi	<input type="checkbox"/>	<input type="checkbox"/>	Other Jewish	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	<input type="checkbox"/>	Secular beliefs	<input type="checkbox"/>
Other faiths/beliefs	<input type="checkbox"/>	<input type="checkbox"/>	Atheist/No beliefs	<input type="checkbox"/>
Please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Not stated	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

Sexual Orientation Monitoring Information

Hackney Council also recognises that monitoring the sexual orientation service users / residents is important as it positively acknowledges the importance for everyone, of their own identity. It also allows us to better understand and respond to specific needs or issues affecting bisexual, lesbian or gay people in Hackney.

Please tick the box from the list below that best describes you.

Are you? Bi-sexual Gay Heterosexual Lesbian Not Stated

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