

<b>Procedure Title</b>	COMPLAINTS POLICY		
<b>Summary</b>	This document provides information on the actions required when a complaint is made.		
<b>Date Last Updated</b>	16 August 2024	<b>Version No</b>	1.0
<b>Update Schedule</b>	Annual		

## 1.0 Purpose and Scope

1.1 This complaints policy applies to all current Town Deal Board members and associated sub-group members. References made within the policy to 'members' includes any member of the Town Deal Board and its associated Sub-Group members.

**This policy takes as its guiding principles that of the Accountable Body (Charnwood Borough Council). Any complaints about an officer of the Accountable Body will be subject to the relevant policy or procedure of the Accountable Body.**

1.2 Complaints about a Member must be made in writing, including by electronic means. Complaints by letter or e-mail should be addressed to the Monitoring Officer at the addresses below.

1.3 A complaint form will be made available to assist complainants in making complaints.

1.4 The complaint form will include provision for complainants to request that their name or details of the complaint should be withheld from the Member so that such requests can be considered by the Monitoring Officer who will decide whether to withhold that information or not.

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## 2.0 When a complaint is received

2.1 Where a complaint about a Member of the Loughborough Town Deal is received, the Monitoring Officer will:

- i) write to the complainant to acknowledge receipt of the complaint within 5 working days and explain the process for dealing with the complaint.
- ii) inform the Member and consider whether an informal resolution of the complaint, for example an offer by the Member to make an apology or undertake training, is practicable and appropriate.

- iii) review the complaint and obtain any necessary information that he or she requires to determine whether the complaint merits further action.
- iv) subject to considering any requests to the contrary made by the complainant, the Monitoring Officer may request the Member to respond to the complaint where he or she thinks appropriate in reaching his or her decision. Normally the Monitoring Officer will seek to inform the Member that a complaint has been made about him or her at the earliest opportunity.

### 3.0 Decision making

3.1 The Monitoring Officer will consult with the Chair of the Loughborough Town Deal Board, S151 officer appointed by the Borough Council before reaching his or her decision. If the Complaint is made about the Chair of the Loughborough Town Deal Board, the Vice-Chair will be consulted.

3.2 The Chair of the Loughborough Town Deal Board, the S151 Officer, and the Monitoring Officer may decide that:

- (i) an informal resolution of the complaint is appropriate, and no further action is required;
- (ii) the complaint does not merit further action and no further action is required;
- (iii) the complaint merits further action; for example providing guidance or training for all Board Members on a particular issue.

3.3 A decision will be reached by majority.

3.4 The complainant will be informed of the decision and given 10 working days to appeal in writing, setting out the reasons why they disagree with the decision. If an appeal is received from the complainant, the member being complained about will be given 10 working days to submit their own written response should they wish to do so.

### 4.0 Other factors to consider

4.1 If the complaint identifies criminal conduct or a breach of other regulation by any person, the Monitoring Officer will refer the complainant to the Police or other appropriate regulatory body.

4.2 Anonymous complaints – The Monitoring Officer will only investigate anonymous complaints where they are accompanied by documentary, photographic or other evidence which indicates an exceptionally serious or significant matter which can be satisfactorily dealt with without the need to interview the complainant.

4.3 Withdrawn complaints – The Monitoring Officer will consider requests by the complainant to withdraw a complaint. The Monitoring Officer will not investigate complaints which are withdrawn except where the public interest in taking action due to the seriousness of the complaint significantly outweighs the

complainant's desire to withdraw the complaint and the complaint is accompanied by documentary, photographic or other evidence which indicates the matter can be satisfactorily dealt with without the need to interview the complainant.

- 4.4 The Monitoring Officer will consider requests by complainants that their identity and/or the nature of the complaint are withheld from the Member. As a matter of fairness and natural justice, Members should usually be told who has made a complaint against them and what the complaint is about. In exceptional circumstances the Monitoring Officer will agree to a request that the identity of the complainant should not be disclosed to the Member.
- 4.5 If there is a gap in these procedures that means that the intention of the Policy is uncertain, the Chair of the Loughborough Town Deal Board will decide what to do. The procedures for the Accountable Body may be used as a guide.