STANDARDS COMPLAINTS PROCEDURE

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                    ┌─────────────────────────┐
                    │   MO receives           │
                    │ and assesses complaint in│
                    │   consultation with     │
                    │  'independent person'   │
                    └─────────────────────────┘
```

MO receives and assesses complaint in consultation with 'independent person'

- **No action (ends)**

- **Refer to Political Group Leader/s for action**
  - **Leader confirms action taken (ends)**
  - **Leader takes no action/complaint ongoing, MO considers local resolution or investgation**

- **Undertake local resolution * (ends), or**
  - **Councillor refuses to co-operate, MO considers local resolution or investigation**

- **Investigation **
  - Councillor's view sought
  - Witness evidence/other information obtained, as appropriate
  - **Refer to independent person, for recommendation on finding (and sanctions)**
  - **Recommendation of 'no breach' (ends)**
  - **Recommendation of 'breach' MO reports to Committee for determination (ends)**