

COMPLAINT FORM

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 member(s) you are complaining about
- The Monitoring Officer of the Authority
- The parish or town clerk (if applicable)

We will tell them your name and give them details of your complaint. If you have serious concerns about your name and details of your complaint being released, please complete section 6 of this form.

2. Please tell us 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 ()

Making your complaint

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

Title	First name	Last name	Council or authority name

4. 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 Monitoring Officer and Independent Person when considering 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.

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

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

5. In the interest 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 details of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you have given good reason to believe that it is necessary.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The monitoring Officer 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 circumstance 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:

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 language.

If you need any support in completing this form, please let us know as soon as possible.

All personal information provided to Bolsover District Council will be held and treated in confidence in accordance with the Data Protection Act 1998. It will only be used for the purpose for which it was given.

PROVIDING ACCESS FOR ALL

If you need help understanding any of our documents or require a larger print, audio tape copy or a translator to help you, we can arrange this for you. Please contact us on the telephone numbers at the bottom of the page:

POLISH

Jeżeli potrzebuje Pan/i pomocy w rozumieniu tych dokumentów lub chciałby je Pan/i otrzymać większym drukiem, na kasecie audio lub skorzystać w tym celu z pomocy tłumacza, jesteśmy to Państwu w stanie zapewnić. Prosimy o kontakt pod numerami telefonów na dole strony.

ITALIAN

Se avete bisogno di aiuto per capire qualsivoglia dei nostri documenti o se li richiedete a caratteri grandi, o volete copie registrate, o necessitate di un traduttore per aiutarvi, noi possiamo organizzare tutto ciò. Per favore contattateci ai numeri di telefono che troverete in fondo a questa pagina.

CHINESE

對於我們的文件，如果你需要幫助使能明白文件的內容，或者需要大字體印刷、錄音帶的格式，又或者需要傳譯員的幫助，我們都能夠為你安排。請用頁下的電話號碼與我們聯絡。

URDU

ہمارے کسی بھی ڈاکیومنٹ کے سمجھنے میں اگر آپ کو مدد درکار ہو، یا آپ کو اس کا بڑا پرنٹ، آڈیو ٹیپ کی شکل میں اس کی کاپی، یا ترجمے میں مدد کے لیے آپ کو کسی مترجم کی ضرورت ہو تو ہم اس سلسلے میں آپ کی مدد کر سکتے ہیں۔ براہ کرم اس صفحے کے نیچے دیئے گئے فون نمبر پر رابطہ کریں۔



01246 242407 or 01246 242353.



Other Equalities information is available on our web site.

www.bolsover.gov.uk or by e-mail from equalities.officer@bolsover.gov.uk

Minicom: 01246 242450 Fax: 01246 242423