



Arrangements for dealing with Standards Allegations against Councillors and co-opted Member Councillors under the Localism Act 2011

Executive summary of arrangements

Please Note:

- At ANY stage, the Monitoring Officer MAY choose to consult the designated 'Independent Person' and MUST do so before:
 - Deciding to commission a formal investigation into a complaint;
 - Accepting an anonymous complaint;
 - Agreeing to withhold a complainant's identity.
- The Independent Person has a valuable role to play in this process and the Monitoring Officer will reflect carefully on any view they give before making his or her own decisions during the process.
- Please see section 11 of these arrangements for more information about the Independent Person and their role in the process.

<u>Step</u>	<u>What</u>	<u>Possible outcomes</u>	<u>Timescales</u>
<u>1</u>	<u>Submission and acknowledgement of your complaint</u> <u>Your complaint is submitted in writing by email or letter and Waverley will acknowledge receipt of it within 5 working days.</u>		<u>5 working days</u>
<u>2</u>	<u>Is your complaint valid under these arrangements?</u> <u>If your complaint is about an alleged breach by a councillor or co-opted Councillor in the Waverley area it will probably be dealt with under these arrangements. There are various reasons why a complaint may be judged to be invalid. In some cases, your complaint may be dealt with under the corporate complaints procedure instead.</u>	<u>If your complaint is determined to be invalid, the process ends here.</u>	<u>5 working days</u>
<u>3</u>	<u>As a matter of fairness and natural justice, the councillor being complained about will usually be told who the complainant is and will also receive details of the complaint.</u> However, in exceptional circumstances, it may be appropriate to withhold the complainant's identity for some of all or steps of the		<u>15 working days (only where anonymity is requested)</u>

	<p><u>process. Requests for your identity to be withheld will be considered by the Monitoring Officer on a case-by-case basis against the criteria set out within these arrangements. The Monitoring Officer will always consult the Independent Person before deciding to accept an anonymous complaint or withhold a complainant's identity.</u></p>		
<u>4</u>	<p><u>Initial review of your complaint by Monitoring Officer.</u> <u>This is likely to involve reading any relevant correspondence and documentation including your complaint and may involve an initial informal discussion between the Monitoring Officer and the councillor you are complaining about.</u></p>	<p><u>The MO may decide at this point that there is obviously no case for the councillor to answer. If so, the MO will write to you confirming his or her judgement and explaining the reasons for it. Where this is the case, and the process ends here.</u></p>	
<u>4</u>	<p><u>The Monitoring Officer will consider whether he or she can appropriately and satisfactorily deal with your complaint without an investigation.</u> <u>Many matters can be appropriately and satisfactorily dealt with without the need for an investigation, for example by the Monitoring Officer issuing written or verbal advice to others.</u></p>	<p><u>If no investigation is needed, the MO will write to you confirming his or her judgement and any action taken to resolve the matter and explaining the reasons for it. Where this is the case, the process ends here.</u></p> <p><u>Exceptionally, at the end of this stage the Monitoring Officer, after consulting the Independent Person, may conclude there is no realistic prospect of resolving the matter informally and commission an external formal investigation (step 7)</u></p>	
<u>5</u>	<p><u>Informal investigation if necessary and appropriate</u> <u>If an investigation is necessary then wherever possible and appropriate the</u></p>	<p><u>At the end of this stage the MO may write to you explaining why he or she judges there to</u></p>	

	<p><u>Monitoring Officer will try to do this on an informal basis. This is likely to involve talking to the parties involved to establish what has happened. The Monitoring Officer will try to establish if there is any evidence of a breach of the code.</u></p>	<p><u>be no evidence of a breach of the code. If so, the process ends here.</u></p>	
<u>6</u>	<p><u>Consideration of informal investigation findings</u> <u>If, having informally investigated your complaint, the Monitoring Officer concludes there appears to be evidence of a code by the councillor (or is unable to conclude with certainty whether or not there has been), he or she will either:</u></p> <p style="padding-left: 40px;">(i) <u>Seek to resolve the matter on an informal basis. This could include, for example, writing to the councillor concerned and/or their group leader with his or her findings and providing advice about future conduct.</u></p> <p style="text-align: center;"><u>OR</u></p> <p style="padding-left: 40px;">(ii) <u>Commission an external investigator to investigate your complaint on a formal basis.</u></p> <p><u>Please note that where there is evidence of a breach of the code, the vast majority of cases can be dealt satisfactorily on an informal basis. Formal investigations are relatively rare and are a last resort.</u></p> <p><u>The Monitoring Officer will always consult the Independent Person before deciding to commission a formal investigation and may consult them at any other time.</u></p>	<p><u>At the end of this stage the MO may write to you explaining his or her findings and explaining what actions has been taken to resolve your complaint on an informal basis. Where that is the case, the process ends here.</u></p> <p><u>Alternatively the Monitoring Officer may conclude, after consulting with the IP, that there should be a formal investigation (please see step 7).</u></p>	<p><u>Where an informal approach is taken, the Monitoring Officer will aim to resolve and close your complaint within 30 working days of confirming your complaint is valid (or making a decision on anonymity where this is requested).</u></p>
<u>7</u>	<p><u>Formal investigation</u> <u>If the Monitoring Officer decides that a complaint merits formal investigation, he/she will appoint an Investigating Officer who may be an officer of another authority or an external investigator. The investigator will review all documentation (which may include online material or recordings of public meetings) and may (or may not) interview you, the councillor being complained about or any other individual.</u></p>	<p><u>At the end of this stage, the Monitoring Officer may conclude, on the basis of the formal investigation report submitted to him or her, that there is <i>no</i> evidence of a breach of the code. In which case, the process ends here.</u></p>	<p><u>Timescales will depend on the specific situation.</u></p>

	<p><u>The investigator will share drafts of their report with both you and the councillor complained about and provide both with the opportunity to comment before submitting his final draft to the Monitoring Officer.</u></p> <p><u>At the formal investigation stage, the councillor complained about has a right to also consult the Independent Person. The complainant does not have this right.</u></p>	<p><u>Alternatively, the Monitoring Officer may conclude, on the basis of the formal investigation report submitted to him or her, that there is evidence of a breach of the code. In which case, the matter will progress.</u></p>	
<u>8</u>	<p><u>Local Resolution?</u></p> <p><u>The Monitoring Officer may consider that the matter can reasonably be resolved without the need for a hearing. In such a case, he/she will consult with the Independent Person and with you as complainant and seek to agree what you consider to be a fair resolution which also helps to ensure higher standards of conduct for the future.</u></p>	<p><u>This step may be skipped if the Monitoring Officer judges there is no prospect of a local resolution.</u></p> <p><u>Alternatively, this may be the last stage of the process if the matter can satisfactorily be resolved in this way.</u></p>	
<u>9</u>	<p><u>Panel Hearing?</u></p> <p><u>If the Monitoring Officer considers that local resolution is not appropriate, or you are not satisfied by the proposed resolution, or the councillor concerned is not prepared to undertake any proposed remedial action, such as giving an apology, then the Monitoring Officer will report the Investigating Officer's report to the Hearings Panel of three Councillors drawn from the Group appointed by the Council, which will conduct a local hearing before deciding whether the councillor has failed to comply with the Code of Conduct and, if so, whether to take any action in respect of the councillor.</u></p> <p><u>Meetings of the Hearings Panel will be held in public unless the Monitoring Officer agrees there are exceptional circumstances that prevent this.</u></p> <p><u>In the case of a complaint involving a Town or Parish Councillor, as well as the three Councillors, there will be a Town or Parish</u></p>	<p><u>At the end of this stage, the Hearings Panel may conclude that the councillor did not breach their code of conduct.</u></p> <p><u>Alternatively, the Hearings Panel may conclude that the councillor did breach their code of conduct. Where this is the case, the panel will decide what action, if any should be taken.</u></p>	

<p><u>Councillor attending as a non-voting Councillor.</u></p> <p><u>If the Hearings Panel concludes that the councillor did fail to comply with the Code of Conduct, the Chairman will inform the councillor of this finding and the Hearings Panel will then consider what action, if any, the Hearings Panel should take as a result of the councillor's failure to comply with the Code of Conduct.</u></p> <p><u>Section 8 of these arrangements set out what action can be taken as a result of the Hearings Panel's conclusions.</u></p> <p><u>The Hearings Panel has no power to suspend or disqualify the councillor or to withdraw councillors' allowances or special responsibility allowances.</u></p> <p><u>In the case of Town or Parish complaints, the conclusion will be referred to that Town or Parish Council for such action they consider appropriate.</u></p>		
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1. Context

~~Waverley Borough Council is committed to high standards of conduct by its councillors and co-opted members.~~

This procedure ~~should be~~ is used to deal with complaints from any individual relating to alleged breaches of the submitted under the Member Councillors' Code of Conduct adopted by Waverley Borough Council and the Codes of Conduct adopted by Parish and Town Councils in the Waverley area.

2. The Borough, Town and Parish Codes of Conduct

Upon taking office, Borough, Town or Parish Councillors and co-opted Councillors within the Waverley area must sign a 'code of conduct' which commits them to high standards of conduct and behaviour.

Waverley Borough Council has adopted a Code of Conduct for member councillors, which is attached as Appendix One to these arrangements and is available on

Waverley Borough Council's website at www.waverley.gov.uk and on request from Reception at the Council Offices.

The Code of Conducts of Town and Parish Councils are available for inspection on either Waverley Borough Council's website or the relevant Town or Parish website (if the Parish Council has one) and may also be viewed by arrangement with the Town or Parish Clerk.

3. Making a complaint

If you wish to make a complaint, please write or email to:

The Monitoring Officer
Waverley Borough Council
Council Offices
The Burys
Godalming
Surrey
GU7 1HR

monitoring.officer@waverley.gov.uk

The Monitoring Officer is a senior officer of the Council who has statutory responsibility for maintaining the Register of [MemberCouncillors'](#) Interests and who is responsible for dealing with complaints about [membercouncillor](#) misconduct.

Please provide us with your name and a contact address or email address so that we can acknowledge receipt of your complaint and keep you informed of its progress.

~~Requests not to disclose your name and address to the member against whom you make the complaint without your prior consent will only be agreed by the Monitoring Officer in exceptional circumstances. If the Monitoring Officer determines that your complaint is to be formally investigated, requests for your name and address to be kept confidential would only be considered for safeguarding reasons or if disclosure could reasonably be expected to prejudice the investigation. The Council does not normally investigate anonymous complaints, unless there is a clear public interest in doing so.~~

The Monitoring Officer [or an officer acting on his or her behalf](#) will acknowledge receipt of your complaint within five working days of receiving it and will keep you informed of the progress of your complaint.

[Where a complaint concerns an issue between two Waverley Borough Councillors, the Monitoring Officer will initially refer the matter to the appropriate Group Leader\(s\) to resolve amongst themselves, if at all possible. Every effort should be made to resolve the matter within 28 days and if this is not possible the matter may be referred back to the Monitoring Officer](#)

[Complaints by Town or Parish Councillors about Councillors at the same Town or Parish Council will only be considered by the Monitoring Officer if the Town or](#)

Parish Clerk has been given the opportunity to resolve them first. Where they have not, the complaint will initially be referred to the Town or Parish Clerk and only referred back to the Monitoring Officer if it has been impossible to resolve the matter within 28 days.

Where the Monitoring Officer considers that he or she should not perform any or all of the Monitoring Officer functions under these arrangements owing to an actual or potential conflict of interest, the Monitoring Officer will instruct a Deputy Monitoring Officer or other suitably qualified and experienced officer to act in his or her place.

4. Will your complaint be investigated and how?

Is your complaint 'valid'?

4.1 A 'valid' complaint is one which alleges a breach by a named councillor (or councillors) of his or her code of conduct.

4.2 The Monitoring Officer or an officer acting on his or her behalf will review every complaint received and apply the following criteria make-before making a decision as to whether it will be treated as a 'valid complaint' about a councillor.

4.3 A decision by the Monitoring Officer that a complaint is 'valid' only means it will be dealt with according to this procedure. It does not mean the complaint is justified. No judgement is made at this point about whether there is any evidence of a breach of the code by a councillor.

What sorts of complaints are invalid?

4.4 The following types of complaint will not be considered as 'valid complaints' under this procedure:

- a) Complaints which are submitted anonymously, unless there is a clear public interest in doing so;
- b)a) Complaints which do not identify a subject MemberCouncillor (the councillor who is being complained about);
- e)b) Complaints which relate only to a MemberCouncillor's personal or private life;
- d)c) Complaints concerning a failure to respond to a request from a constituent or other individual;
- e)d) Complaints which relate to the alleged actions of employees of the Council or non-voting co-optees which are subject to a different code and the corporate complaints process;
- f)e) Complaints which relate to a decision of an employee or a Committee;
- g)f) Complaints which relate to a person who is no longer a MemberCouncillor of the Council or which refer to alleged incidents before the person became a MemberCouncillor of the Council;
- h) Complaints which refer to alleged incidents which happened so long ago that there would be little benefit in taking action now; more than 2 months ago.

- ~~i)~~ Complaints containing trivial allegations, or which ~~appear~~ are judged by the Monitoring Officer to be simply
 - ~~—~~vexatious, malicious, politically motivated or tit-for-tat;
 - ~~h)~~
- ~~j)~~ Complaints regarding alleged behaviour by a councillor which ~~has is, or has within the past 3 months, been subject to investigation or action determined by the Monitoring Officer or Panel Hearing.~~ already been the
 - ~~i)~~ subject of an investigation or some form of action;
 - ~~j)~~ Complaints which do not relate to the ~~Member~~Councillors' Code of Conduct.
- ~~k)~~ —

What information will be shared with the councillor being complained about?

4.5 In all cases where the complaint names a MemberCouncillor of a relevant authority, the MemberCouncillor will be notified of the complaint. If the Monitoring Officer decides that the complaint is 'invalid', this notification is made for information only.

4.6 As a matter of fairness and natural justice, the Councillor being complained about will usually be told who the complainant is and will also receive details of the complaint. However, in exceptional circumstances, it may be appropriate to withhold the complainant's identity for some or all steps within the process.

4.7 Requests for your identity to be withheld will be considered by the Monitoring Officer on a case-by-case basis against the criteria set out within these arrangements.

4.8 The Monitoring Officer will always consult the Independent Person before deciding to accept an anonymous complaint or withhold a complainant's identity.

4.9 The Monitoring Officer may withhold the complainant's identity and/or details of the complaint if they are satisfied that there are reasonable grounds for believing that the complainant or any other person (e.g. a witness):

- (a) is either vulnerable or at risk of threat, harm or reprisal;
- (b) may suffer intimidation or be victimised or harassed;
- (c) works closely with the councillor they are complaining about;
- (d) suffers from a serious health condition and there are medical risks associated with their identity being disclosed (medical evidence will need to be provided to substantiate this);

OR where early disclosure of the complaint:

- (a) may lead to evidence being compromised or destroyed; or
- (b) may impede or prejudice the investigation; or
- (c) would not be in the public interest.

Relevant public interest factors favouring disclosure (not an exhaustive list) include:

(a) to facilitate transparency and ethical governance accountability: recognising that decision-making may be improved by constructive contributions from others;

(b) to raise public awareness: disclosing the complaint or part of it may inform the community about matters of general concern;

(c) justice to an individual: the balance of the public interest may favour disclosure of the complaint to the Member when it may not be in the public interest to disclose it to the world at large;

(d) bringing out in the open serious concerns about the behaviour/conduct of an individual.

4.10 The Monitoring Officer, in consultation with the Independent Person, will balance whether the public interest in accepting the complaint outweighs the complainant's wish to have their identity (or that of another person) withheld from the councillor being complained about.

4.11 If the Monitoring Officer decides to refuse the complainant's request for confidentiality, they will offer the complainant the option to withdraw their complaint.

4.12 The complainant will be notified of the Monitoring Officer's decision, with reasons, within 15 working days of receipt of the complaint by the Monitoring Officer. There is no right of appeal against the Monitoring Officer's decision to refuse the Complainant's request for confidentiality.

4.13 If the complaint relates to an employee or is a service related issue, the Monitoring Officer will refer the complaint to the relevant service in order for them to respond to the complainant directly. The complainant will be informed about the corporate complaints process.

4.14 In any case where the Monitoring Officer decides that the complaint is 'invalid', they will write to the complainant explaining why their complaint cannot be dealt with under this procedure. There is no appeal process for decisions taken by the Monitoring Officer at this stage.

4.15 Many matters can be appropriately and satisfactorily dealt with without the need for an investigation, for example by the Monitoring Officer issuing written or verbal advice to others. If the Monitoring Officer judges that the matter can be appropriately and satisfactorily dealt with in this way, an investigation will not take place.

If the complaint is judged to be valid, the Monitoring Officer will consider whether 4.16 If the Monitoring Officer considers that an some form of investigation is necessary, he or she will give consideration as to whether that investigation will be done informally. Wherever possible, the Monitoring Officer will endeavour to deal with complaints in this way.

- 4.17 ~~Alternatively, the Monitoring Officer may judge that an investigation is appropriate or whether it your complaint merits formal investigation. This decision may be made immediately or it may be made after the Monitoring Officer has taken informal action but has ultimately decided this insufficient.~~
- 4.18 ~~The Monitoring Officer will always consult the Independent Person before making the decision to commission a formal investigation (and may consult the IP at any other time they choose to). not commence any formal investigation without consulting the Independent Person.~~
- 4.19 The Monitoring Officer will inform the subject membercouncillor or co-opted membercouncillor of receipt of the allegation and its details and of their right to consult the Monitoring Officer and Independent Person if the matter progresses to a formal investigation stage. ~~This decision will normally be taken within 30 days of receiving your complaint.~~ Where the Monitoring Officer has taken a decision, he/she will inform you, the membercouncillor and the Independent Person of his/her decision in writing and the reasons for that decision.
- 4.20 Where an informal approach is taken, the Monitoring Officer will aim to resolve and close your complaint within 30 working days. Where matters progress to a formal stage, the timescales will depend upon the detail of the complainant and also the availability of the various parties involved to engage with the investigation process. However, the Monitoring Officer reserves the right to progress the complaint in the absence of input from any party, especially where it is clear that individuals are deliberately choosing not to engage or to engage unreasonably slowly with the process.
- 4.10 Where ~~he/she requires~~ additional information is required in order to come to a decision, ~~he/she the Monitoring Officer~~ may come back to you for such information and may request information from the membercouncillor against whom your complaint is directed. Where your complaint relates to a Town or Parish Councillor, the Monitoring Officer may also inform the Town or Parish Council of your complaint and seek the views of the Town or Parish Council before deciding whether the complaint merits formal investigation.
- 4.11 In appropriate cases, the Monitoring Officer may seek to resolve the complaint informally without the need for a formal investigation. Such informal resolution may involve the membercouncillor accepting that his/her conduct was unacceptable and offering an apology or other remedial action by the authority. Where the membercouncillor or the authority make a reasonable offer of local resolution, but you are not willing to accept that offer, the Monitoring Officer will take account of this in deciding whether the complaint merits formal investigation.
- 4.12 If your complaint alleges criminal conduct or breach of other regulation by any person, including the alleged non-disclosure of disclosable pecuniary interests, the Monitoring Officer has the power to call in the Police and other regulatory agencies and may determine that it is not possible to commence his own investigation until the Police or other regulatory agencies have concluded their own investigations of the matter. At this stage, any media enquiries will be advised that a review of a complaint is in process and that it would not be appropriate to comment.

5. How is the investigation conducted?

5.1 If the Monitoring Officer decides that a complaint merits formal investigation, he/she will appoint an Investigating Officer who may be an officer of another authority or an external investigator. The Investigating Officer will decide whether he/she needs to meet or speak to you to understand the nature of your complaint and so that you can explain your understanding of events and suggest what documents the Investigating Officer needs to see and who the Investigating Officer needs to interview.

5.2 The Investigating Officer would normally write to the [membercouncillor](#) against whom you have complained and provide him/her with a copy of your complaint and an explanation of the arrangements for the investigation and ask the [membercouncillor](#) to provide his/her explanation of events and to identify what documents he needs to see and who he needs to interview. ~~In exceptional cases, where it is appropriate to keep your identity confidential or disclosure of details of the complaint to the member might prejudice the investigation, the Monitoring Officer can delete your name and address from the papers given to the member or delay notifying the member until the investigation has progressed sufficiently.~~

5.3 At the end of his/her investigation, the Investigating Officer will produce a draft report and will send copies of that draft report, in confidence, to you and to the [membercouncillor](#) concerned, to give you both an opportunity to identify any matter in that draft report which you disagree with or which you consider requires more consideration. The report will include details of the allegation, the evidence considered and the investigation's findings.

5.4 Having received and taken account of any comments that you may make on the draft report, the Investigating Officer will send his/her final report to the Monitoring Officer which will include his/her findings as to whether there may have been a breach of the Code of Conduct.

6. What happens if the Investigating Officer concludes that there is no evidence of a failure to comply with the Code of Conduct?

6.1 The Monitoring Officer will review the Investigating Officer's report and, if he/she is satisfied that the Investigating Officer's report is sufficient, the Monitoring Officer will write to you and to the [membercouncillor](#) concerned and to the Parish Council, where your complaint relates to a Parish Councillor, notifying you that he/she is satisfied that no further action is required and give you both a copy of the Investigating Officer's final report. If the Monitoring Officer is not satisfied that the investigation has been conducted properly, he/she may ask the Investigating Officer to reconsider his/her report. The Monitoring Officer will ask the Independent Person to comment on the investigation report.

7. What happens if the Investigating Officer concludes that there is evidence of a failure to comply with the Code of Conduct?

The Monitoring Officer will review the Investigating Officer's report and will then either send the matter for local hearing before the Hearings Panel or, after consulting the Independent Person, seek local resolution.

7.1 Local Resolution

7.1 The Monitoring Officer may consider that the matter can reasonably be resolved without the need for a hearing. In such a case, he/she will consult with the Independent Person and with you as complainant and seek to agree what you consider to be a fair resolution which also helps to ensure higher standards of conduct for the future. Such resolution may include the [membercouncillor](#) accepting that his/her conduct was unacceptable and offering an apology and/or other remedial action by the authority. If the [membercouncillor](#) complies with the suggested resolution, the Monitoring Officer will report the matter to the Standards Panel Lead [MemberCouncillor](#).

7.2 Local Panel Hearing

7.2 If the Monitoring Officer considers that local resolution is not appropriate, or you are not satisfied by the proposed resolution, or the [membercouncillor](#) concerned is not prepared to undertake any proposed remedial action, such as giving an apology, then the Monitoring Officer will report the Investigating Officer's report to the Hearings Panel of three [MemberCouncillors](#) drawn from the Group appointed by the Council, which will conduct a local hearing before deciding whether the [membercouncillor](#) has failed to comply with the Code of Conduct and, if so, whether to take any action in respect of the [membercouncillor](#). In the case of a complaint involving a Town or Parish [MemberCouncillor](#), as well as the three [MemberCouncillors](#), there will be a Town or Parish Councillor attending as a non-voting [MemberCouncillor](#).

7.3 ~~Essentially, the Monitoring Officer will conduct a "pre-hearing process", requiring the member to give his/her response to the Investigating Officer's report, in order to identify what is likely to be agreed and what is likely to be in contention at the hearing and the Chair of the Hearings Panel may issue directions as to the manner in which the hearing will be conducted.~~ At the hearing, the Investigating Officer will present his/her report, call such witnesses as he/she considers necessary and make representations to substantiate his/her conclusion that the [membercouncillor](#) has failed to comply with the Code of Conduct. For this purpose, the Investigating Officer may ask you, as the complainant, to attend and give evidence to the Hearings Panel. The [membercouncillor](#) will then have an opportunity to give his/her evidence, to call witnesses and to make representations to the Hearings Panel as to why he/she considers that he/she did not fail to comply with the Code of Conduct.

7.4 The Hearings Panel, with the benefit of any prior advice in writing from the Independent Person, may conclude that the [membercouncillor](#) did not fail to comply with the Code of Conduct and so dismiss the complaint. If the Hearings Panel concludes that the [membercouncillor](#) did fail to comply with the Code of Conduct, the Chairman will inform the [membercouncillor](#) of this finding and the Hearings Panel will then consider what action, if any, the Hearings Panel should take as a result of the [membercouncillor](#)'s failure to comply with the Code of Conduct. In doing this, the Hearings Panel will give the [membercouncillor](#) an opportunity to

make representations in writing to the Panel and will consult the Independent Person, but will then decide what action, if any, to take in respect of the matter.

7.5 Meetings of the Hearings Panel will be held in public unless the Monitoring Officer agrees there are exceptional circumstances that prevent this. The agenda for the meeting will be ~~publicised~~ published 5 clear working days in advance of the hearing meeting. Meeting papers that do not contain exempt information will be shared with all membercouncillors of the panel, the Independent Person, the Investigating Officer and any witnesses. Meeting papers will not be shared in advance with the press and public but will be made available at the commencement of the hearing.

8. What action can the Hearings Panel take where it finds that a membercouncillor has failed to comply with the Code of Conduct?

The Council has delegated to the Hearings Panel such of its powers to take action in respect of individual Waverley membercouncillors as necessary to promote and maintain high standards of conduct. Accordingly the Hearings Panel may:

- 8.1 publish its findings in respect of the membercouncillor's conduct;
- 8.2 report its findings to Council or to the Town or Parish Council for information;
- 8.3 recommend to the membercouncillor's Group Leader (or in the case of un-grouped membercouncillors, recommend to Council or to Committees) that he/she be removed from any or all Committees or Sub-Committees of the Council;
- 8.4 recommend to the Leader of the Council that the membercouncillor be removed from the Executive, or removed from particular Portfolio responsibilities;
- 8.5 instruct the Monitoring Officer to arrange training for the membercouncillor;
- 8.6 remove the MemberCouncillor from all outside appointments to which he/she has been appointed or nominated by the authority or by the Parish Council;
- 8.7 withdraw, facilities provided to the membercouncillor by the Council, such as a computer, website and/or email and Internet access; or
- 8.8 exclude, the membercouncillor from the Council's offices or other premises, with the exception of meeting rooms as necessary for attending Council, Committee and Sub-Committee meetings.

The Hearings Panel has no power to suspend or disqualify the membercouncillor or to withdraw membercouncillors' allowances or special responsibility allowances.

In the case of Town or Parish complaints, the conclusion will be referred to that Town or Parish Council for such action they consider appropriate.

9. What happens at the end of the hearing?

At the end of the hearing, the Chairman will state the decision of the Hearings Panel as to whether the [membercouncillor](#) failed to comply with the Code of Conduct and as to any actions which the Hearings Panel resolves to take.

As soon as reasonably practicable thereafter, the Monitoring Officer shall prepare a formal decision notice in consultation with the Chair of the Hearings Panel and send a copy to you, to the [membercouncillor](#) and the Independent Person and make that decision notice available for public inspection and report the decision to the next convenient meeting of the Council. The decision will also be placed on the Waverley Borough Council website, unless no breach is found and the [membercouncillor](#) requests it should not be publicised.

10. Who is on the Hearings Panel?

The Hearings Panel is drawn from the [membercouncillors](#) appointed by the Council. The Independent Person's views are sought and taken into consideration before the Hearings Panel takes any decision on whether the [membercouncillor's](#) conduct constitutes a failure to comply with the Code of conduct and as to any action to be taken following a finding of failure to comply with the Code of Conduct.

11. Who is the 'Independent Person'?

Waverley Borough Council has appointed three Independent Persons. These are [membercouncillors](#) of the Community who have applied for the post following advertisement of a vacancy for the post and have been appointed by a positive vote from a majority of all the [membercouncillors](#) of Council.

A person cannot be "independent" if he/she:

- 11.1 is, or has been within the past five years, a [membercouncillor](#), co-opted [membercouncillor](#) or officer of the Council; or
- 11.2 is, or has been within the past five years, a [membercouncillor](#), co-opted [membercouncillor](#) or officer of a parish council of which the authority is the principal authority; or
- 11.3 is a relative, or close friend, of a person within paragraph 11.1 or 11.2 above. For this purpose, "relative" means:
 - 11.3.1 spouse or civil partner;
 - 11.3.2 living with the other person as husband and wife or as if they were civil partners;
 - 11.3.3 grandparent of the other person;
 - 11.3.4 a lineal descendent of a grandparent of the other person;

- 11.3.5 a parent, sibling or child of a person within paragraphs 11.3.1 or 11.3.2;
- 11.3.6 a spouse or civil partner of a person within paragraphs 11.3.3, 11.3.4 or 11.3.5; or
- 11.3.7 living with a person within paragraphs 11.3.3, 11.3.4 or 11.3.5 as husband and wife or as if they were civil partners.

The role of the independent person is set out in Section 28 of the Localism Act 2011. As part of its arrangements under which decisions on allegations can be made, each principal authority must appoint at least one independent person.

The views of an Independent Person **must** be sought by the Council before it takes a decision on whether an allegation may be investigated, and **may** be sought by the Council at any other stage (e.g. before a final hearing is arranged or where a local resolution may be appropriate). Where the authority voluntarily chooses to seek the independent person's views on an allegation that it has not decided to investigate, there is no requirement for the authority to take the views of the Independent Person into account.

If a matter progresses to the formal investigation stage, A a membercouncillor against whom an allegation has been made has the right to consult the Independent Person should they wish to do so.

12. Review of these arrangements

The Council may by resolution agree to amend these arrangements and has delegated to the Chair of the Hearings Panel the right to depart from these arrangements where he/she considers that it is expedient to do so in order to secure the effective and fair consideration of any matter. The Council will keep these arrangements under review and identify any improvements to the processes and ensure that they are helping the Council maintain high standards of conduct.

13. Appeals

- (a) There is no right of appeal for you as complainant against a decision of the Monitoring Officer or of the Hearings Panel.
- (b) If the MemberCouncillor or co-opted membercouncillor wishes to appeal against the decision of the Hearings Panel, the MemberCouncillor will have a right to have the decision reviewed by another three membercouncillors of the Standards Panel who have not been involved. The Monitoring Officer will determine whether This-this will either involve a full rehearing of the case or be dealt with by way of written representation from the membercouncillor. Appeals must be submitted within 10 working days of the conclusion of Panel Hearing.

14. Your right to complain to the Local Government Ombudsman

If you feel that the authority has failed to deal with your complaint properly, you may make a complaint to the [Local Government and Social Care Ombudsman](#). **INCLUDE CONTACT DETAILS HERE.** [The Ombudsman will not re-hear your complaint but will consider whether Waverley Borough Council has dealt with it properly. They will not consider complaints from the public until the authority has gone through its own process and reached a conclusion.](#)