

**Code of Conduct and Complaints Handling Process Review by the CRWP Report**

**Appendix B: Summary of inputs received**

Issue	Comment
Give clear guidance as to complaint process, timings etc	MO now issues extract from Code along with timings
Confidentiality: Cllrs keep confidential, public do not; social media used and SM cannot defend him/herself; definition confused	Cannot prevent members of public from disclosure. Data protection and FOI issues as well
Weed out vexatious, malicious or politically motivated complaints	In the current Code. Care to avoid tit-for-tat.
Council provide telephone contact so Cllrs do not have to use personal numbers	Not considered practical or necessary at this time.
Independent person does not meet Subject Member	Current rules permit SM to contact IP
Formal process has no real sanctions; too much done informally; not always honoured	Have to wait for legislation to enact the recs regarding stronger sanctions under formal process; rulings under informal process normally honoured
Cllrs should be required to sign Code of Conduct	Requirement to be introduced.
Cllrs found in breach should be “named and shamed”	Part of the formal process, but see Confidentiality above for informal process
If complainant asked for further information, SM does not see this and cannot respond	Dependent on the nature of any further information received, the MO may consider that the SM should have the opportunity to respond.
TWBC procedures not same as Parish ones	Await legislation and new model code. This also bears on confidentiality.
Need clear definitions for bullying, intimidation, defamation, assault	In hand
Need a time limit to submit complaints from occurrence of alleged incident	To be considered in the light of the new model code
Apply Code of Conduct to political reps who have privileges within Council	The Code does not apply to political representatives who are not councillors. Any change would require legislation.
Current guidelines are not clear enough	Rewrite once the new model code is available.
Social media provides a new means of intimidation	Guidance issued
Bullying victims need to have a person to consult	Cannot be the MO or independent person. Employees can seek support from their HR team or union or, in the case of parish council staff, from KALC/NALC.