TBC Member Complaints - Monitoring Officer Record

MC 1/15 October 2015, by formal complaint form Complaint about two Members Public and research of the Code of Conduct Concerning how traveller issue addressed Public Conduct Concerning how traveller issue addressed Possible breach of the Code of Conduct Concerning how traveller issue addressed No investigation – threshold not met progress No investigation – threshold not met progress April 2016 April 2016 Continue commitment to evidence + meeting with Complainant & Member(s) + Consultation with Statutory Independent view. Three letters to complainant since received for Complaint Form and initial meeting Form for further information - complainant non responsive Independent Person contacted Independent Person contacted Independent Person oview — no evidence of any wrong doing by Members	Ref:	Receipt of Complaint 2015	Member	Complainant	Nature of Complaint	Investigation	Hearing	Outcome	Status (Open/ closed)	Follow-up / Learning
	MC 1/15	formal complaint	about two	Public	of the Code of Conduct concerning how traveller issue	collection of evidence + meeting with complainant & Member(s) + Consultation with Statutory Independent Person on threshold assessment and independent view. Three letters to complainant since receipt of Complaint Form and initial meeting Form for further information - complainant non responsive Independent Person contacted Independent Person view – no evidence of any wrong doing by	None	threshold not met		commitment to equality training

MC 2/15	December 2015 by formal complaint form	Complaint about 1 Member	Member	Possible breach of the Code of Conduct Conduct at Committee	Form received, initial evidence gathered Mediation explored as per Code procedure Independent Person contacted Initial assessment – not within criteria for further investigation refer to Group / mediation	None	No investigation – threshold not met progress – referred to Group / Mediation	Closed April 2016	Continue commitment to training on standards
MC 3/15	December 2015 by formal complaint form	Complaint about 1 Member	Member	Possible breach of the Code of Conduct Conduct at Committee	Counter complaint received to TBC MC 2/15 initial evidence gathered Mediation explored Independent Person contacted Initial assessment – not within criteria for further investigation refer to Group / mediation	None	No investigation – threshold not met progress – referred to Group / Mediation	Closed April 2016	Continue commitment to training on standards
MC 4/15	December 2015	Possible complaint	Member	Postings on Social Media	Initial Assessment Member complaint / mediation or alternative resolution attempted	None	No investigation – threshold not met progress – referred to Group / Mediation	Closed April 2016	Continue commitment to standards training

MC 1/16	December / January 2016	Possible complaint / Press enquiry	Public	Alleged failure to declare interest directorship	Initial Assessment Independent Person contacted No breach / no further investigation justified	None	Independent Person contacted No breach / no further investigation justified – dormant company – never traded	Closed April 2016	Continue commitment to standards training
MC 2/16	February 2016	Possible Complaint about 1 Member	Public	Alleged failure to respond to resident' communication	Advised does not appear within Members' Code of Conduct as Member performance matter that should be dealt with by Group Leader but given Members' Complaint Form if wished to pursue	None	No Formal Complaint received	Closed August 2016	None relevant
MC 3/16	April 2016 by formal complaint form	Complaint about 1 Member	Public	Alleged failure to respond to resident' suggestion with unilateral 7 day timeline	Initial Assessment Code not engaged Independent Person contacted	None	No appeal received against Initial Assessment Decision	Closed September 2016	None relevant
MC 4/16	April 2016 by formal complaint form	Complaint about 1 Member	Public	Alleged failure of Member to notify residents of planting	Initial Assessment Not the Members' decision – Service decision Independent Person contacted	None	Closed Didn't pass Initial Assessment Decision No Appeal received within time period	Closed September 2016	None relevant

MC 5/16	May 2016 by formal complaint form	Complaint About 1 Member	Member	Alleged reposting of defamatory posting	Initial Assessment No breach of Code on initial assessment exercise and supported by Independent Person.	None	Didn't pass Initial Assessment Decision No Appeal received within time period	Closed September 2016	Media and standards training to Members
					Decision communicated to complainant				
					No appeal received against initial assessment decision				
					Independent Person contacted				
MC 6/16	July 2016	Possible Complaint about 1 Member	Member	Alleged inaccurate social media posting	No Formal Complaint received – successfully concluded to each parties satisfaction through Member / Member mediation	None	Mediated	Closed August 2016	Media and standards training to Members
MC 7 /16	July 2016 by formal complaint form	Complaint About 2 Members	Public	Alleged lobbying of decision	Initial assessment No evidence of lobbying by either Member, Officers	None	Didn't pass Initial Assessment Decision No Appeal received within time period	Closed October 2016	Continue Members training programme

					interviewed / emails reviewed Officer decision reviewed by external solicitor Confirmed to be an appropriate decision within policies Independent Person contacted				
MC 8 /16	September 2016 by formal complaint form	Complaint about 1 Member	Public	Hadn't updated "Other Interests on Declaration of Interests to remove former membership of an organisation And had put N/A instead of " None" against some entries	"Other Interests" do not list Statutory Discloseable Interests Can maintain historic "Other Interests" – 28 day rule does not apply to "Other Interests" No Legal requirement to put the word "None" if clear from form no interest being declared Independent Person contacted agreed no breach	None	Didn't pass Initial Assessment Decision	Open	

					of Code – Initial assessment criteria not met				
MC 9/16	September 2016 by formal complaint form	Complaint about 1 Member	Public	Hadn't declared interests in Register of Interests within 28 days of election	Viewed Public Register – confirmed statutory Discloseabale Interests duly declared within 28 days Independent Person contacted agreed no breach of Code – Initial assessment criteria not met	None	Didn't pass Initial Assessment Decision	Open	
MC 10/16	September 2016	Complaint about 1 Member	Member	Complaint over media posting / release and alleged factual inaccuracies	Member / Member complaint mediation being explored			Open	