

# DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
MONITORING OFFICER	STANDARDS COMMITTEE	21 MARCH 2024	3
<b>STANDARDS COMPLAINTS HANDLING PROCEDURE</b>			

## PUBLIC ITEM

This item is for consideration in the public part of the meeting.

### RELEVANT LEAD MEMBER

This item is within the remit of Lead Member for Finance and Resources (Councillor Ellie Gaunt).

### PURPOSE OF THE REPORT

The Committee on Standards in Public Life conducted a review of ethical standards in local government in 2019. One of the recommendations was that a local authority should have straightforward and accessible guidance available on its website on how to make a complaint under the Code of Conduct and explain the process for complaints handling.

As a result, the former Audit and Standards Committee considered and adopted a complaint handling procedure which was drafted in consultation with a number of stakeholders.

This procedure has broadly worked well but both Fylde and Blackpool Monitoring Officers agreed that some refinements would be helpful. This was to give clarity on differing issues.

### RECOVERABILITY

This decision is recoverable under section 7 of part 3 of the constitution.

### RECOMMENDATION

1. To adopt the revised Standards Complaints Handling Procedure.

## REPORT

1. The Committee on Standards in Public Life conducted a review of ethical standards in local government in 2019. One of the recommendations was that a local authority should have straightforward and accessible guidance available on its website on how to make a complaint under the Code of Conduct and explain the process for complaints handling.
2. As a result, the former Audit and Standards Committee considered and adopted a complaint handling procedure which had been drafted in consultation with a number of stakeholders.
3. This procedure has broadly worked well but both Fylde and Blackpool Monitoring Officers agreed that some refinements would be helpful. This was to give clarity on differing issues.

4. As a result a proposed revision is therefore attached for review and adoption. The draft has been prepared in consultation with the Chairman and Vice-Chairman of the Standards Committee, the three Independent Persons, and the Monitoring Officers and their respective Deputies from both Fylde and Blackpool Councils.
5. The revision has been undertaken with colleagues with Blackpool Council as the intention is to continue to have common procedures across both council's which will assist in the reciprocal work in this area. Both councils also share the three Independent Persons, and this provides an excellent shared resource to call upon in reviewing standards issues. Sharing of information and discussions on the standards framework between the two councils also provides a collegial approach to this area of work.

CORPORATE PRIORITIES	
Economy – To create a vibrant and healthy economy	√
Environment – To deliver services customers expect	√
Efficiency – By spending money in the most efficient way	√
Tourism – To create a great place to live and visit	√

IMPLICATIONS	
Finance	No direct implications
Legal	No direct implications
Community Safety	No direct implications
Human Rights and Equalities	No direct implications
Sustainability and Environmental Impact	No direct implications
Health & Safety and Risk Management	No direct implications

SUMMARY OF PREVIOUS DECISIONS
26 <sup>th</sup> November 2020 – the former Audit and Standards Committee adopted a complaints handling procedure

BACKGROUND PAPERS REVELANT TO THIS ITEM		
Name of document	Date	Where available for inspection
Complaints handling procedure		web address

LEAD AUTHOR	CONTACT DETAILS	DATE
Tracy Manning	<a href="mailto:Tracy.manning@fylde.gov.uk">Tracy.manning@fylde.gov.uk</a> Tel: 01253 658521	28 <sup>th</sup> February 2024

Attached documents.  
Revised complaints handing procedure