



DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
MONITORING OFFICER	AUDIT AND STANDARDS COMMITTEE	26 NOVEMBER 2020	4
STANDARDS COMPLAINTS HANDLING PROCEDURE			

PUBLIC ITEM

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

SUMMARY

Members have previously considered the report of the Committee on Standards in Public Life on the review of ethical standards in local government. As a result, it has previously been agreed to adopt a number of the best practice recommendations within the report (those which do not require a change in primary legislation). One of these was that a local authority should have a straightforward and accessible guidance available on its website on how to make a complaint under the Code of Conduct and the process for complaints handling.

RECOMMENDATION

1. The Committee is requested to consider the draft Standards Complaints Handling Procedure for adoption.

SUMMARY OF PREVIOUS DECISIONS

Audit & Standards 19 September 2019 – Information Item on progress to date

Audit & Standards 25 April 2019 -

Following a full discussion, the committee RESOLVED to a recommended that the Monitoring Officer, in consultation with the Chairman and Vice-Chairman of the Audit and Standards Committee, reviews the best practice recommendations with a view to a report being brought back before the Audit and Standards Committee for its consideration in September 2019.

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	

REPORT

1. Members have previously considered the report of the Committee on Standards in Public Life on the review of ethical standards in local government. As a result, it has previously been agreed to adopt a number of the best practice recommendations within the report (those which do not require a change in primary legislation). One of these 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. The Monitoring Officer was requested to prepare a draft procedure, in consultation with the Chairman and Vice-Chairman of the Committee, and this is presented to members for consideration and adoption.
3. The draft has been prepared in consultation with the Independent Persons, the Head of Governance and with colleagues from Blackpool Council. The intention is to have a common procedure across both council's which will assist in the reciprocal investigation work.

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

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BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Draft procedure		Attached

Attached documents

Appendix 1 – Draft Standards Complaints Handling Procedure