**SOUTH DOWNS NATIONAL PARK AUTHORITY**

**Complaint form**

To be used if you wish to make a complaint that a Member of the Authority has failed to comply with the Members’ Code of Conduct.

If English is not your first language, please contact us if you require help to complete this form.

**Your details**

**1. Please provide us with your name and contact details**

|  |  |
| --- | --- |
| Title: |  |
| First Name: |  |
| Last Name: |  |
| Address: |  |
| Daytime telephone: |  |
| Evening telephone: |  |
| Mobile telephone: |  |
| Email address: |  |

We will only use the information you provide to us for the purposes of processing your complaint. Your information, including any personal information you provide to us (such as name and contact details) may be shared with the people referred to below, or with other relevant authorities as required, only for the purposes of processing your complaint.

All comments and complaints are treated confidentially and will not disadvantage you in any future dealings with the SDNPA.  It may not always be possible to keep your details confidential, such as where your complaint is about a third party or where particular legislation applies to your complaint.

We will tell the following people about this complaint:

* The Member(s) you are complaining about
* The Monitoring Officer to the Authority
* The Deputy Chair of the Governance Committee
* The Authority’s Independent Person
* The Chair of the Authority

If your complaint is later referred to the Standards Sub-Committee for consideration, the members of the Sub-Committee and the individuals involved in any investigation carried out, will also be provided with the details of your complaint.

If you have serious concerns about your name and details of your complaint being released, please complete **section 6** of this form.

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**2. Please tell us which complainant type best describes you:**

|  |  |
| --- | --- |
|  | Member of the public |
|  | An elected or co-opted Member of an authority |
|  | A Member of the Governance Committee |
|  | Member of Parliament |
|  | Local authority monitoring officer |
|  | SDNPA employee |
|  | Other (please provide details) |

**Making your complaint**

**3.** Once you have submitted your complaint, it will be considered by the Monitoring Officer of the Authority in consultation with Chair or Deputy Chair of the Governance Committee and after reasonable consultation with the Authority’s Independent Person, who will assess, on the basis of your written submission and any additional relevant material, whether the alleged conduct might amount to a failure to comply with the Members’ Code of Conduct.

The Monitoring Officer has the following range of options available to him/her: referral to the Standards Sub-Committee (which will involve an investigation of the complaint), informal resolution or no further action, for instance if it is considered that any failure to comply with the Code of Conduct is of a trivial nature.

If the matter is referred to the Standards Sub-Committee, the Sub-Committee will normally meet to consider and determine the matter within six weeks of the date of issue of the final investigation report (or as soon as reasonably practicable thereafter).

**4.** Please provide us with the name of the Member(s) you believe have breached the SDNPA Members’ Code of Conduct and, where the Member is also a Councillor, the name of their authority.

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| --- | --- | --- | --- |
| Title | First Name | Last Name | Authority Name |
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**5.** Please explain in this section (or on separate sheets) what the Member has done that you believe breached the Members’ Code of Conduct. If you are complaining about more than one Member you should clearly explain what each individual person has done that you believe breached the Code of Conduct.

A copy of the Authority’s Members’ Code of Conduct can be found on the South Downs National Park Authority Website:

h<ttp://www.southdowns.gov.uk/about-us/about-the-authority/governance/code-of-c>onduct

Alternatively, a paper copy can be obtained from the Monitoring Officer to the Authority by writing to: Louise Read, Monitoring Officer to the Authority, South Downs National Park Authority, Corporate Services, The Castle, Winchester, SO23 8UJ

* You should be specific, wherever possible, about exactly what you are alleging the Member said or did. For instance, instead of writing that the Member insulted you, you should state what it was they said.
* You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
* You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
* You should provide any relevant background information.

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| |  | | --- | | **Please provide us with the details of your complaint and the outcome from this complaints process that you would like to see happen. Continue on a separate sheet if there is not enough space on this form.** | |

**Only complete this next section if you are requesting that your identity is kept confidential.**

**6.** In the interests of fairness and natural justice, we believe Members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or details of your complaint unless you have good reason to justify the Authority doing so.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Monitoring Officer to the Authority, in consultation with Chair or Deputy Chair of the Governance Committee and after reasonable consultation with the Authority’s Independent Person, will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

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| **Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:** |

**Additional Help**

**7.** Complaints must be submitted in writing. This includes electronic submissions. However, in line with the requirements of equalities legislation, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

If you need support in completing this form, please let us know as soon as possible.

This complaint should be submitted to the Chairman of the Governance Committee, c/o the Monitoring Officer to the Authority, by sending to the following contact addresses:

By post to : Louise Read, Monitoring Officer to the Authority, South Downs National Park Authority, Corporate Services, The Castle, Winchester, SO23 8UJ

Or by e-mail to: [louise.read@hants.gov.uk](mailto:louise.read@hants.gov.uk)