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# Members’ complaints form

# Complaints about the conduct of councillors and co-opted members of Luton Council

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Please use this form if you wish to complain that a councillor (or co-opted member) of the council has breached our Code of Conduct.

Please do not use this form to complain about council services generally or to complaint about council employees. [Find out more about our general complaints procedure here](https://m.luton.gov.uk/Page/Show/Council_government_and_democracy/Councils/Compliments_and_complaints_council_/Pages/default.aspx).

# Your details

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

Title: Click to add title.

First name: Click to add first name.

Surname: Click to add surname.

Address: Click to add address.

Postcode: Click to add postcode.

Mobile number: Click to add mobile no.

Enail address: Click to add email address.

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we will tell the following people that you have made this complaint:

* the member(s) you have complained about
* our monitoring officer

We’ll tell them your name and give them a summary of your complaint. We’ll give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 6 of this form.

**Please tell us which of the following best describes you (please tick one box only).**

Member of the public  
 Elected or co-opted member of Luton Council  
 Independent member of Luton Council's Standards Committee  
 Member of parliament  
 Monitoring officer or deputy monitoring officer  
 Chief Executive  
 Other council officer  
 Other (please specify below)

Click to enter ‘other’.

**Equality monitoring**Please complete the attached form for monitoring purposes. It will not be seen by the local assessment panel.

# Making your complaint

**Who your complaint is about**Please provide us with the name(s) of the member(s) you believe has/have breached the Code of Conduct.

* First name: Click to enter first name. Surname: Click to enter surname.
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* First name: Click to enter first name. Surname: Click to enter surname.
* First name: Click to enter first name. Surname: Click to enter surname.

**Your explanation**Please explain in this section (or on separate sheets) what the member has done that you believe breaches the Code of Conduct. If you’re complaining about more than one member you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.

It’s important that you provide all the information you wish to have taken into account by the local assessment panel when it decides whether to take any action on your complaint.

* 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.

Click to provide us with the details of your complaint.

**Confidentiality**

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

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’re unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that:

* you may be victimised or harassed by the member you are complaining about or by someone associated with them
* you may receive less favourable treatment from the council as a result of making your complaint because of the action of the member you have complained about or someone associated with them
* you believe that the member you are complaining about may interfere with evidence if your identity is revealed or a summary of the complaint provided

Please note that requests for confidentiality or for details of the complaint to be provided will not be automatically granted. The local assessment panel will consider the request alongside the substance of your complaint. We’ll then contact you with the decision. If your request for confidentiality is not granted, we’ll usually allow you the option of withdrawing your complaint.

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

Click here to provide us with details of why you believe we should withhold your name and/or the details of your complaint.

# Additional help

**Submit your complaint in writing.**

Complaints must be submitted in writing. This includes electronic submissions. However, we can assist you if you have a disability that prevents you from making your complaint in writing.

We can also help if English is not your first language.

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

# Where to send your complaint

You should send your complaint by post to:

Luton Council Standards Committee  
C/o Head of HR and Monitoring Officer  
Town Hall  
Luton  
LU1 2BQ

Or by email to: [standards@luton.gov.uk](mailto:standards@luton.gov.uk)

# Sign and date your complaint

Signed: Click to add your name here to sign the form.

Date: Click or tap to enter a date.