



COMPLAINT 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:	

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 that you are complaining about;
- The Monitoring Officer of the City of London Corporation.

We will normally tell them your name and give them full details of your complaint. If you have serious concerns about your name and details of your complaint being released, please complete section 7 of this form.

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

- Member of the public
- An elected or co-opted Member of the City of London Corporation
- An employee of the City of London Corporation
- Other (please specify)

PRE-COMPLAINT PROTOCOL (ELECTED MEMBERS ONLY)

3. If you are an elected Member of the City of London Corporation seeking to complain about another elected Member, have you complied with the pre-complaint protocol?

- Yes
- No

If you have not complied with the pre-complaint protocol, please explain why. Continue on a separate sheet if there is not enough space on this form. Please note that your complaint will only be considered in exceptional circumstances.

MAKING YOUR COMPLAINT

4. Please provide us with the name of the member(s) you believe have breached the Code of Conduct:

Title	First name	Last name

5. The City of London Corporation seeks to resolve disputes where practical and reasonable through informal resolution. Please indicate if you would be prepared to consider an informal resolution route for this complaint. This would involve an independent third party and may include such actions as a facilitated conversation or mediation. Considering this option does not preclude the formal resolution of your complaint, if the informal resolution route is found to be unsuccessful by any party involved.

Yes – I am willing to consider informal resolution

No – I am not willing to consider informal resolution

6. Please explain in this section (or on separate sheets) what the member has done that you believe breaches the 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 breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account. For example:-

- 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.
- If possible, please be specific about which paragraphs of the Code of Conduct you believe have been breached.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form.

Details of your complaint (continued).

ONLY COMPLETE THIS NEXT SECTION IF YOU ARE REQUESTING THAT YOUR IDENTITY IS KEPT CONFIDENTIAL

7. 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 that they have the right to be provided with a copy of the complaint. We are unlikely to withhold your identity or any details of your complaint unless you have reasonable grounds for believing that you will be at risk of physical or other harm or detriment if your identity is disclosed.

Please note that requests for confidentiality or requests for suppression of complaint details will not be automatically granted. The request will be considered 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 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.

Please provide us with the details of why you believe we should withhold your name and/or details of your complaint. Continue on a separate sheet if there is not enough space on this form:

STATEMENT OF TRUTH

8. I believe that the facts stated in this complaint are true.

Signed:	
Date:	

ADDITIONAL HELP

9. Complaints must be submitted in writing (this includes fax and electronic submissions). However, we can make reasonable adjustments to 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.

CONTACT DETAILS

10. If you have any queries regarding the completion of this form, or to submit your completed form by fax or email, please use the following contact details:

Michael Cogher (Comptroller & City Solicitor)
Tel: 020 7332 3699
Fax: 020 7332 1992
Email: michael.cogher@cityoflondon.gov.uk

Gemma Stokley (Principal Committee & Member Services Manager)
Tel: 020 7332 1409
Fax: 020 7796 2621
Email: gemma.stokley@cityoflondon.gov.uk

Paper forms should be sent to either of the above recipients at the following address:

PO Box 270
Guildhall
London
EC2P 2EJ

Privacy Statement

We will only use the information you give us for the purpose of dealing with your complaint. This may involve sharing your personal information with the member you are complaining about and with members, officers and other individuals involved in the complaints process. We will look after personal information securely and we will follow the data protection legislation. We will not give personal information about you or any personal information you may provide on other people to anyone else or another organisation unless we are entitled to by law. The lawful basis to collect the information in this form is that it is necessary for compliance with a legal obligation under the Localism Act 2011 and also necessary for the performance of a task carried out in the public interest. Some of the information that may be collected in this form may be classified as special category personal data. This is processed for reasons of substantial public interest as set out in the legislation. To process this type of information we have an appropriate policy document that sets out how this information will be handled. The City of London Corporation's Data Protection Officer is the Comptroller and City Solicitor who can be contacted at information.officer@cityoflondon.gov.uk. You should refer to the Privacy Notice at www.cityoflondon.gov.uk/privacy for further information relating to the processing of personal data.