



**DARLINGTON**  
Borough Council

## 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 you are complaining about
- the monitoring officer of the authority
- the parish council clerk (if applicable)

We will tell them your name and give them a summary of your complaint. We will 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 5 of this form.

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

- Member of the public
- An elected or co-opted member of an authority
- Member of Parliament
- Local authority monitoring officer
- Other council officer or authority employee

**Making your complaint**

3. Please provide us with the name of the member(s) you believe have breached the Code of Conduct and the name of their authority (i.e. Darlington Borough Council or a Parish Council, the name of the Parish Council:

| Title | First name | Last name | Council or authority name |
|-------|------------|-----------|---------------------------|
|       |            |           |                           |
|       |            |           |                           |
|       |            |           |                           |
|       |            |           |                           |
|       |            |           |                           |
|       |            |           |                           |

4. 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.

- 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 time-frame.
- 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.

**Please provide us with the details of your complaint. 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**

5. 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 the details of your complaint unless giving details of your identity would be contrary to the public interest or would prejudice any investigation of the allegation.

Please note that requests for anonymity or requests for the withdrawing of complaint details will not automatically be granted. Any request for anonymity will be considered alongside the substance of your complaint. We will then contact you with the decision. If your request for anonymity 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.

It is also important to realise that if we agree to withhold details of your identity because of the public interest or the possible prejudice to an investigation and the basis for that decision changes (i.e. after the investigation has been completed) we may then have to give details of your identity.

|                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------|
| Do you require your Identity to remain confidential?                                                                 |
| Please provide us with details of why you believe we should withhold your name and/or the details of your complaint: |

**Additional Help**

- 6. Complaints must be submitted in writing.  
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 and you would like more information about this document, or if you require information in large print or braille or tape, please contact (01325) 405490.

**If you need any support in completing this form, please contact Luke Swinhoe,  
Assistant Director, Law and Governance, on 01325 405490**

Please return the completed form to:

Luke Swinhoe, Assistant Director. Law and Governance and  
Monitoring Officer Darlington Borough Council  
Town Hall  
Darlington  
DL1 5QT