How We Deal With Your Code of Conduct Complaint

Ombudsman
PUBLIC SERVICES OMBUDSMAN FOR WALES

You complain to us

We will inform the Councillor, the Council's Clerk and/or Monitoring Officer

Is Local Resolution appropriate?

NO

Will we take your complaint forward?

NO

We aim to write to you, the Councillor, the Council's Clerk and/or the Monitoring Officer within four weeks to explain why

YES

We will start an investigation

We will gather information about your complaint

On review we may stop the investigation

We will write to you, the Councillor, the Council's Clerk and/or the Monitoring Officer to explain why

We give the Councillor the chance to comment

YES

We will refer the complaint to the Council's Clerk or Monitoring Officer

We will aim to issue a decision within 12 months

The Ombudsman may make one of these findings:

Referral

Where the Ombudsman's sends a report to the Council's Standards Committee or Adjudication Panel for Wales (APW) we will write to inform you

The Standards Committee or APW will decide if there has been breach if the Code of Conduct and if any action should be taken

No action

We will write to you, the Councillor, the Council's Clerk and/or the Monitoring Officer to explain why

No breach

We will write to you, the Councillor, the Council's Clerk and/or the Monitoring Officer to explain why