How We Deal With Your Code of Conduct Complaint

Ombwdsmon Ombudsman
OMBWDSMON GWASANAETHAU CYHOEDDUS CYMRU
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

Can 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 will give the Councillor the chance to comment

We will aim to issue a decision within 12 months

We may make one of these decisions:

YES

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

Referral

We will send our report to the Council's Standards Committee or Adjudication Panel for Wales (APW). If we do that, we will let you know

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

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