



**Ombwdsmon
Ombudsman**
Cymru · Wales

How to complain to us about the conduct of local councillors



ombudsman.wales

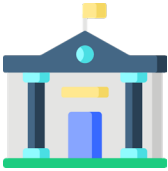
Mae'r ddogfen hon hefyd ar gael yn y Gymraeg
This document is also available in Welsh

We are the Public Services Ombudsman for Wales

We do three things. We:

- investigate complaints about public services
- consider complaints that councillors have breached the Code of Conduct
- drive systemic improvement of public services and standards of conduct in local government in Wales.

We are independent, impartial, fair and open to all who need us. Our service is free to use.



This leaflet is about how to complain to us that a councillor has breached their Code of Conduct. There is more information about what we can and cannot do on our website: [ombudsman.wales](https://www.ombudsman.wales).

About the Code of Conduct

Local councils, community councils, fire and rescue authorities, national park authorities, Corporate Joint Committees and police and crime panels in Wales have a Code of Conduct.

The Code explains how members of these organisations ('councillors') must behave when in official and (sometimes) private capacity. If you think that a councillor has breached the Code, you can complain to us.

We can investigate your complaint if



we see clear evidence that the councillor may have breached the Code.



it would be in the public interest if we investigated. To decide this, we look at several issues. For example,

- do we need to investigate to maintain public confidence in local democracy
- would it be proportionate for us to investigate.

If we decide to not investigate your complaint, we will explain why. We will send a copy of our decision to the councillor, the Monitoring Officer and, if relevant, also the Clerk.

If we investigate and find that the councillor did something wrong and further action is needed, we will refer our report to the Standards Committee of the relevant organisation, or to the Adjudication Panel for Wales.

They then look at the complaint and our report and decide what should happen to the councillor. For example, they can suspend the councillor or remove them from office.

You must understand that if you complain to us, we will have to let the councillor know who you are. You may also need to speak on record to us and may be required to give evidence at a hearing.

Help us to help you

When you complain to us, send us all the relevant information that you hold. If you can, you should include a copy of the organisation's response to your complaint. Be as clear as you can, so we can quickly understand your evidence and what you want the organisation to do to put things right for you. If you need any support or advice before making your complaint, contact us on ask@ombudsman.wales or on **0300 790 0203** and we will do our best to help.

How to complain to us



complete our
[online complaint form](#)



post your complaint form:
1 Ffordd yr Hen Gae,
Pencoed, CF35 5LJ

For our complaint forms, go to our website: ombudsman.wales

We can also post a copy to you.

If you would like to read this leaflet in another format (for example Braille, large print or Easy Read), just let us know.