



# LAVENHAM PARISH COUNCIL

## **Making a complaint about a councillor Policy**

Complaints about Parish Councillors are handled by the Principal Authority, in our case Babergh District Council.

Parish Councillors must abide by the Code of Conduct adopted by the Parish Council.

You can make a complaint if you think that they have not followed that code.

The Babergh Council Monitoring Officer can only deal with complaints about the behaviour of a councillor, which are covered by the code of conduct.

The code of conduct only applies to a councillor whilst they are performing their functions as a councillor. It does not apply to a councillor acting in their personal capacity.

The Monitoring Officer cannot deal with complaints about staff (for example, town clerks, parish clerks, or officers). If you wish to complain about Lavenham Parish Council staff e.g. the Parish Clerk please contact the parish council.

You may complain about a councillor online:

<https://www.babergh.gov.uk/the-council/making-a-complaint-about-a-councillor/>

## **Further support**

If you would like some informal advice before you submit your complaint, you can ring the Babergh Council Monitoring Officer Ifty Ali on [01449 724694](tel:01449724694)

## **Local Government and Social Care Ombudsman**

If you are unhappy with the outcome of your complaint you can contact the Local Government and Social Care Ombudsman.

The Ombudsman does not offer a right of appeal against the Council's decision. However, they can consider if there was any fault in the way the Monitoring Officer or Standards Committee handled the complaint.

<https://www.lgo.org.uk/make-a-complaint/fact-sheets/other-topics/complaints-about-standards-and-member-conduct>