

**Report for:** Standards Committee 5<sup>th</sup> November 2024

**Title:** **Review of Member Complaints Handling Process**

**Report authorised by:** Fiona Alderman – Assistant Director of Legal and Governance and Monitoring Officer

**Lead Officer:** Fiona Alderman – Assistant Director of Legal and Governance and Monitoring Officer

**Ward(s) affected:** N/A

**Report for Key/  
Non Key Decision:** Non key

## **1. Describe the issue under consideration**

1.1 Standards Committee is asked to review amendments to the Member Complaints Handling Protocol. The Constitutional Working Group considered proposed amendments on 23 February 2024 and 30<sup>th</sup> October 2024.

## **2. Recommendations**

The Standards Committee is recommended to

- (a) Consider the revisions to the Complaints Handling Protocol; and
- (b) Recommend to full council that the Constitution should be amended in accordance with the revisions.

## **3. Reasons for decision**

3.1 A review of the Protocol was undertaken to ensure that it operated in a way which supported the swift progression of complaints by expanding the ability of the Monitoring Officer to determine whether or not an investigation should be commenced immediately or referred to the Assessment Sub-Committee for a decision or allow the Monitoring Officer to determine that there should be no further action. The Monitoring Officer reviewed complaints processes in used in other Councils as part of the report to the Constitutional Working Group.

## **4. Background information**

4.1 The Constitutional Working Group considered the report on 23<sup>rd</sup> February 2024 and agreed certain amendments. The Constitutional Working Group made further comments on 30<sup>th</sup> October 2024 and requested a flow chart of the process be put forward to provide Standards with an illustration of the changes. The revised scheme is appended as Appendix 1 and Flow chart at Appendix 2,

**3. Contribution to strategic outcomes**

The Council's Constitution supports the governance of the Council and its Decision making thereby assisting the Council to meet its strategic outcomes.

**4. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)**

**8.1 Finance and Procurement**

8.2 No financial implications arise from this report.

**8.3 Legal**

8.4 These are set out within the report.

**8.5 Equality**

8.6 There are no equality matters in this report.

**5. Use of Appendices**

Appendix 1 – track changes to Part 5 Section A of the Constitution

Appendix 2 - Flow chart of the complaints process for Section 5.3

**6. Local Government (Access to Information) Act 1985**

10.1 The Council Constitution which can be found at.

<http://www.haringey.gov.uk/local-democracy/about-Council/Council-constitution>