

GOVERNANCE COMMITTEE
6 MAY 2025

Subject Heading:

**COUNCILLOR COMPLAINTS –
ANNUAL UPDATE**

SLT Lead:

Gavin Milnthorpe
Deputy Director, Legal Services
01708 432838

Report Author and contact details:

Gavin Milnthorpe
Gavin.milnthorpe@havering.gov.uk

Policy context:

A well run Council that delivers for People and Place.

Financial summary:

There are no financial implications arising from this report.

The subject matter of this report deals with the following Council Objectives

People - Things that matter for residents

Place - A great place to live, work and enjoy

Resources - A well run Council that delivers for People and Place. X

SUMMARY

1. This report presents a summary of the number and type of complaints received by the Monitoring Officer ("MO") between 1 April 2024 and 31 March 2025. It also details the progress and / or resolution of the same.
2. Governance Committee has Member Conduct within its remit and is obliged to "to promote and maintain high standards of conduct by the members."

RECOMMENDATIONS

3. Governance Committee is asked to note the contents of this report.

REPORT DETAIL

4. Between the period of 1 April 2024 to 31 March 2025 the MO received 18 “referrals”. These are emails or other contact which suggest that / question whether / enquire as to whether a potential breach of the Code of Conduct may have been committed.
5. However, only 6 of the referrals were treated as formal complaints.
6. 12 of the referrals were not deemed by the MO to be classified as formal complaints. The reasons are as follows:
 - (a) After an initial discussion with the MO the complainant decided not to proceed (x4);
 - (b) The complaint related to a decision of the Council with no individual impropriety unidentified; (i.e., the complainant disliked a decision the Council had made) (x1);
 - (c) Dismissed for lack of information (despite further information being requested by the MO) (x6);
 - (d) Wished to be progressed anonymously without justification (x1).
7. A table is attached showing more detail regarding each of the formal complaints, although anonymised.
8. No referrals have been made to the Assessment Panel this year, although one complaint was recommended for such referral before being withdrawn by the complainant.

Observations

9. The number of complaints is much reduced on the year 2023-24 (16 complaints).

IMPLICATIONS AND RISKS

Equalities implications and Risks

10.. None.

Legal implications and Risks

11.. None.

Financial implications and risks:

12. There are no financial implications arising from the contents of this report.

Human Resources implications and risks:

13. The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce.

Environmental and climate change implications and risks

14. None.

BACKGROUND PAPERS

None.