

Standards complaints: statistics

2012

After the introduction of the new process in July 2012, 15 complaints were received. 13 of these were dealt with by the monitoring officer (MO) and resolved informally. Two complaints were referred to a panel. They both related to the same subject member and similar issues. One panel meeting was held.

2013

In 2013, 36 complaints were received. 16 were withdrawn or invalid. Of the remaining 20 complaints, 14 were dealt with by the monitoring officer and resolved informally. Six complaints were referred to a panel meeting. Three complaints related to the same subject member and were dealt with at one panel meeting. Two complaints related to the same subject member and the same matter and were dealt with by one panel meeting. The final panel meeting dealt with one complaint.

Timescales

In the case of the two complaints that were referred to a panel in 2012, the first was received 28 October 2012 and the second on 19 November 2012. Both complaints related to the same subject member and the same issue. The 12 week dates were 17 January 2013 and 10 February 2013 respectively. The panel meeting took place on 4 February 2013. The panel meeting was within the 12 week period for the second complaint. It was outside the 12 week period for the first complaint because that complaint was held over so that both complaints were dealt with together.

In 2013, the three complaints linked complaints were dealt with by a panel meeting on 6 November 2013. This means that the times between receipt of the complaint and panel meeting were:

| Number | Date received | 12 week date | Panel date | Time after 12 week date |
|--------|---------------|--------------|------------|-------------------------|
| 13001 | 8 Jan 13 | 4 Apr 13 | 6 Nov 13 | 31 weeks |
| 13016 | 10 Apr 13 | 5 July 13 | 6 Nov 13 | 18 weeks |
| 13017 | 10 Apr 13 | 5 July 13 | 6 Nov 1 | 18 weeks |
| 13020 | 16 May 13 | 12 Aug 13 | 10 Oct 13 | 8 weeks |
| 13022 | 28 May 13 | 20 Aug 13 | 10 Oct 13 | 6 weeks |
| 13026 | 17 June 13 | 10 Sept 13 | 9 Oct 13 | 4 weeks |

Summary

| Year | Received | Dealt with | MO | Panel | P/meetings |
|---------------|----------|------------|----------|-------|------------|
| 2012 | 17 | 15 | 13 | 2 | 1 |
| 2013 | 36 | 20 | 14 | 6 | 3 |
| Totals | 53 | 35 | 27 (77%) | 8 | 4 |