

Standards Panel advice to the audit and governance committee:

The Panel was satisfied that the sample of complaints considered had each been handled appropriately: in a timely manner, consistently and with appropriate outcomes.

The Panel's advice to the committee was:

1. That the guidance for making code of conduct complaints stress the need for the complainant to co-operate in providing requested information in a timely manner.
2. That guidance provided on the website, explaining the remit of the arrangements for code of conduct complaints, also includes signposting complainants to other relevant organisations for matters which the council is unable to consider because they are outside the scope of the code of conduct.
3. Such guidance should include, in particular, how to contact the internal or external auditor.
4. That the panel meet twice a year, to review a six-month sample of code of conduct complaints by, and reports to the audit and governance committee on an annual basis
5. That the sampling report includes information on the extent of compliance with recommendations made in each case reviewed.
6. That the process and criteria for undertaking the sample review be replicated at the next meeting.