

**Information  
Leaflet for  
Potential  
Complainants**

## **Introduction**

On the 1 July 2012, as a result of the Localism Act 2011, Cheltenham Borough Council adopted a new conduct regime and Code of Members' Conduct.

(The Codes of Conduct for Parish Councillors can be obtained from their respective Clerks, but it may be helpful to know that most are similar to the Borough Council's Code).

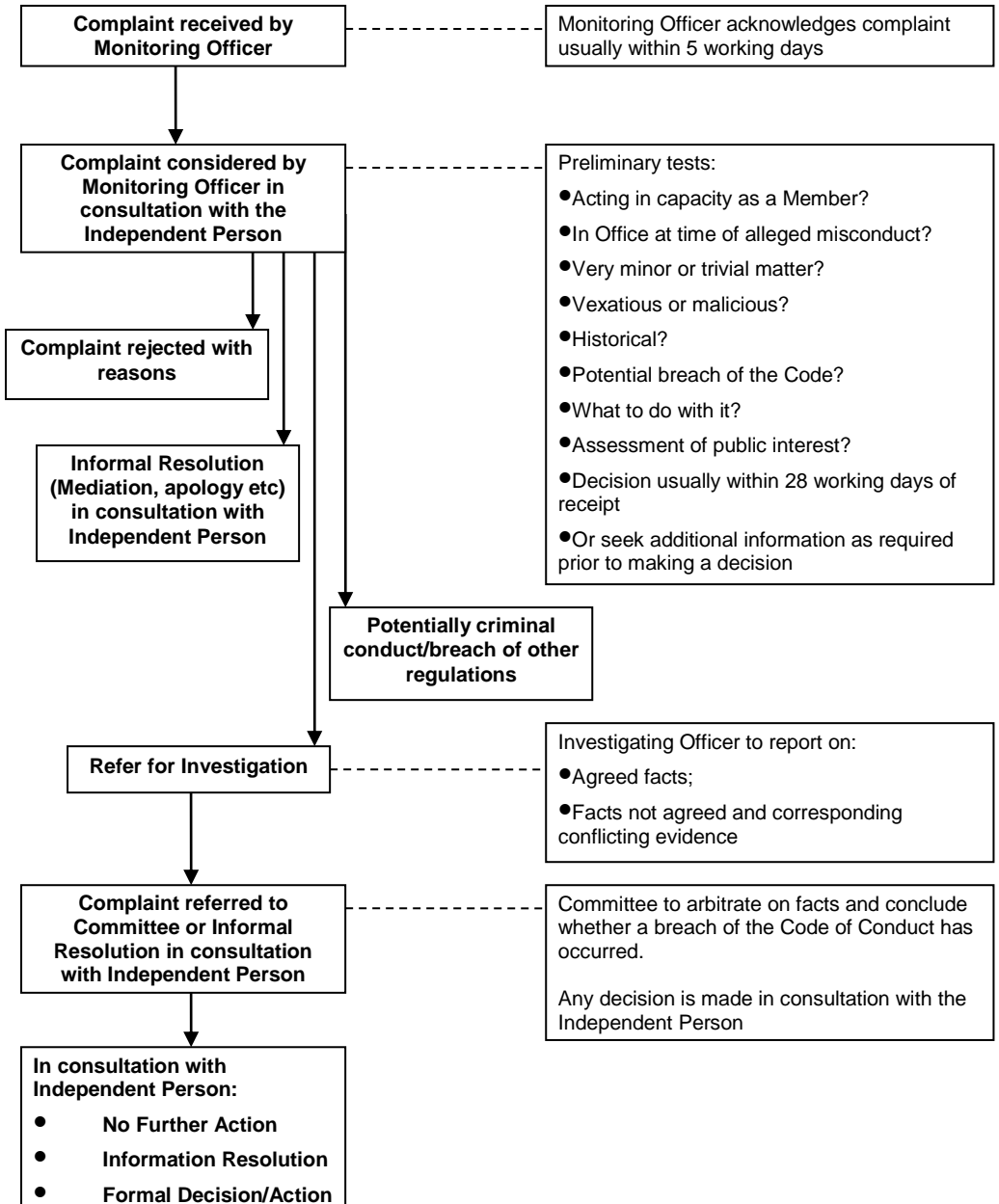
The procedures set out below explain the process for considering these complaints together with the factors that will be taken into account when deciding whether to investigate a complaint. These procedures will be used to guide decision-making but they cannot address every possible eventuality and each case will be considered on its merits.

## **Making a Complaint**

Complaints must be made in writing to the Monitoring Officer, either by letter or by using the Code of Conduct complaint form available on the website at [www.cheltenham.gov.uk](http://www.cheltenham.gov.uk) or by telephoning Democratic Services on 01242 264246. If you are unable to provide written details as a result of a disability please contact Democratic Services and assistance will be provided.

## What Happens Next?

We are currently re-writing our procedures but for the time being the flowchart sets out the process for considering these complaints.



## Contact

If you require further information or assistance  
please contact:

Claire Hughes - Monitoring Officer

Email: [claire.hughes@cheltenham.gov.uk](mailto:claire.hughes@cheltenham.gov.uk)

Democratic Services

Email: [democratic.services@cheltenham.gov.uk](mailto:democratic.services@cheltenham.gov.uk)

Tel: 01242 264246