

PUBLIC 1 YEAR - Closed Complaints Log

Complaint Number	Parish or CYC Cllr	Complainant	Date of Complaint	Nature of the complaint	Progress of Complaint	Resolution	Resolution completed
2024/15 (FH)	CYC	CYC Officer	06/11/24	The complainant alleges that during a Council meeting, the Councillor breached the code of conduct and points 1.2, 1.3, 2.4, 4.2, 4.3 & 4.4 of the Protocol for Officer / Member Relations.	<p>This complaint falls under paragraph 5 of the complaints handling process. It will therefore be referred to a JSC Sub Committee for assessment.</p> <p>Informal resolution by way of a conciliation meeting between parties proposed. The meeting is arranged and will be facilitated by the Monitoring Officer.</p> <p>Informal resolution took place, complaint closed.</p>	Informal resolution by way of a conciliation meeting between parties proposed. The meeting is arranged and will be facilitated by the Monitoring Officer	Conciliation meeting took place on 18 March 2025 between the complainant and the Subject Member, facilitated by the Monitoring Officer, allowing both parties to clarify their views and approaches to disagreements.
2024/16 (FH)	CYC	CYC Councillor	09/03/25	The complainant alleges that during a Council meeting, the Councillor made an offensive gesture and statement towards a fellow Councillor.	This complaint falls under paragraph 5 of the complaints handling process. It will therefore be referred to a JSC Sub Committee for assessment.	The assessment sub-committee concluded that the matters complained of were capable of constituting breaches of the Member Code of Conduct and consequently the complaint was in	Letter sent
		York residents	31/03/25				
		York resident	04/04/25				
				A second complaint on this matter was received from			

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				<p>members of the public.</p> <p>A third complaint on this matter was received from a member of the public.</p>	<p>consequently the complaint was in scope. The matter should be resolved informally by means of a letter of advice to be issued by the Chair of the Joint Standards Committee to all parties and connected persons. Letter of advice sent to all parties and Group Leaders. Complaint closed.</p>	<p>scope. The matter should be resolved informally by means of a letter of advice to be issued by the Chair of the Joint Standards Committee to all parties and connected persons</p>	
2024/18 (LT)	CYC	York resident	24/03/25	<p>The complainant alleges that the Councillor acted in an unprofessional manner in relation to a comment on social media, and used insulting and abusive language in a public comment on social media.</p>	<p>The Deputy Monitoring Officer reached the conclusion that informal resolution should be sought. A letter of advice will be sent to the Councillor to remind them that the behaviours displayed on social media were not acceptable and all Elected Members need to be mindful of the behaviours they display in public, including on social media. Training will also be provided for all Members on the appropriate and safe use of social media. Parties notified, complaint closed.</p>	<p>An informal resolution should be sought. A letter of advice will be sent to the Councillor to remind them that the behaviours displayed on social media were not acceptable and all Elected Members need to be mindful of the behaviours they display in public, including on social media. Training will also be provided for all Members on the</p>	Letter sent

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						appropriate and safe use of social media.	
2024/20 (LT)	CYC	Parish	28/03/25	The complainant alleges that the Councillor misused their '.gov.uk' email address. The complainant also alleges that the Councillor displayed coercive behaviour via email.	<p>This complaint is currently being assessed by the Deputy Monitoring Officer.</p> <p>Views of the IP received.</p> <p>This complaint falls under paragraph 5 of the complaints handling process. It will therefore be referred to a JSC Sub Committee for assessment.</p> <p>The sub-committee's decision was to resolve the matter informally by way of provision of training for all members on the appropriate use of email accounts. Parties notified, complaint closed.</p>	The sub-committee's decision was to resolve the matter informally by way of provision of training for all members on the appropriate use of email accounts	<p>All member training scheduled for Feb 2026.</p> <p>Parish Councillors have resolved not to book a Code of Conduct training session with the YLCA.</p> <p>As Councillors received CYC PowerPoint session on the Code of Conduct.</p>
2025/02 (LT)	CYC	Parish	16/04/25	The complainant alleges that the Councillor shared a leaflet that was not a balanced or truthful representation of the facts. The	<p>This complaint is currently being assessed by the Deputy Monitoring Officer.</p> <p>Views of the IP received.</p> <p>This complaint falls under paragraph 5 of the complaints</p>		

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				complainant alleges this breaches the following aspects of the Code of Conduct: 3.1 Impartiality and 5.1 Disrepute.	handling process. It will therefore be referred to a JSC Sub Committee for assessment. The Assessment sub-committee concluded that the complaint would not constitute a breach of the code of conduct. No further action to be taken. Parties notified, complaint closed.		
2025/03 (LT)	Parish	York Resident	08/05/25	The complainant alleges that the Councillor breached points 3.3 and 3.7 of the code of conduct in an email they claimed was sent on behalf of the Parish Council.	Views of the IP sought. The Deputy Monitoring Officer has reached the conclusion that the complaint can be categorised as a “tit for tat” complaint (paragraph 10[d]) in response to the previous complaints that have already gone through the formal process. Therefore, no further action should be taken as it would not be in the public interest, or in the interest of the parish council, to revisit the complaints that have been resolved. Complaint closed, parties notified.		
2025/04 (LT)	Parish	CYC	29/04/25	The complainant alleges that the Councillor exhibited	Views of the IP sought. The Deputy Monitoring Officer has reached the conclusion that the complaint can		

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				bullying and harassing behaviours, therefore breaching the code of conduct.	be categorised as a “tit for tat” complaint (paragraph 10[d]) in response to the previous complaints that have already gone through the formal process. Therefore, no further action should be taken as it would not be in the public interest, or in the interest of the parish council, to revisit the complaints that have been resolved. Complaint closed, parties notified.		
2025/05	CYC	Anonymous	17/06/25	The complainant alleges that the Councillor used inappropriate language when communicating via email.	The complaint was assessed in accordance with the published procedure for handling Code of Conduct complaints, and a decision was made to take no further action. This is because whilst the email forwarded to the Council officer is critical of Council employees, a certain level of criticism is allowed under the Code as part of a Councillor’s role. Parties notified, complaint closed.		
2025/09	CYC	York resident	18/09/2025	The complainant alleges that the Councillor has not responded to them	The complaint was assessed in accordance with the published procedure for handling Code of Conduct complaints, and a		

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				on multiple occasions.	decision was made to take no further action. This is because a delay/failure to respond is not of itself capable of amounting to disrespect, or of bringing the role or Authority into disrepute and therefore does not constitute a breach of the code. Parties notified, complaint closed.		
2025/10	Parish	York resident	24/09/2025	The complainant alleges that the Councillor acted in an unprofessional manner in relation to a comment on social media.	The Deputy Monitoring Officer reached the conclusion that this matter is outside of the scope of the code of conduct. This is because the subject member was not acting in their capacity as a Parish Councillor when the alleged breach occurred. There was no reference in the comment or on the Councillor's social media profile to their role as a Parish Councillor, and the post made was not in relation to any duty they may have as a Councillor. Parties notified, complaint closed.		
2025/11	CYC	Resident	07/10/2025	The complainant alleges the Councillor did not declare an interests	In considering the matter all parties were in agreement that minuting the Councillor's confirmation of his address at the		

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				<p>regarding a planning application and was not impartial</p>	<p>meeting, could have provided reassurance about the maintenance of openness.</p> <p>Accordingly, it is recommended that these matters are recorded at future Parish Council meetings.</p> <p>In addition, we would recommend the Clerk and also the Parish Council undertake refresher Code of Conduct Training.</p>		
2025/12	CYC	Resident	12/11/2025	<p>The complainant alleges that Councillors have not responded to email correspondence they have received, and in not doing so breached the Code of Conduct.</p>	<p>Complaint closed – no further action.</p> <p>The complaint was assessed in accordance with the published procedure for handling Code of Conduct complaints, and a decision was made to take no further action. This is because a delay/failure to respond is not of itself capable of amounting to disrespect, or of bringing the role or Authority into disrepute and therefore does not constitute a breach of the code. Parties notified, complaint closed.</p>		

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2025/13	CYC	Resident	15/12/2025 Closed 26/01/2026	Complaint reference: 568733 I believe the Councillor has breached the Councillors' Code of Conduct. In multiple public comments made on a Facebook group he has failed to meet the standards of respect, integrity, honesty, and proper use of position expected of an elected member.	IP views sought and Chair of the Joint Standards Committee. An informal resolution should be sought, and a letter of advice will be sent to the Councillor, with the recommendation of further training.		Completed
2025/07	CYC	5 x residents	17/08/25 Closed 22/01/2026	The complainants allege the Councillor posted an abusive message on 'X', and therefore breached paragraphs 3.1, 3.3 and 3.7 of the code of conduct.	This complaint was assessed in consultation with the Chair. The Vice chair recused following a declared personal interest. The IP identified a breach of the Code and recommended referral for investigation. DMO initial assessment noted clearly abusive content but no evidence of alleged homophobia. Also noted the message was removed within hours and an apology already		

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					independently volunteered. Matter disposed by way of Informal Resolution and recommendation for additional training regarding social media use.		
2025/08	CYC	Resident	28/08/25 Closed 22/01/2026	The complainant alleges the Councillor sent unprofessional and inappropriate correspondence via email. The complainant also alleges the correspondence was dismissive and bring the council into disrepute.	This complaint was assessed in consultation with the Chair and Vice Chair. The IP recommended no further action. DMO initial assessment was that the content of the emails was not disrespectful nor bringing CYC into disrepute and, although suggestive, did not go as far as to admit or promote criminal behaviour. As there was no evidence of a Code breach, no further action would be taken and the matter closed.		
2026/01	CYC	Resident	06/01/2026 Closed 22/01/2026	The complainant refers to the conduct of a Councillor in relation to a live planning application, the complainant has	As the complainant was a member of the Council's Executive the matter was referred to a meeting of the Joint Standards Sub Committee. The Sub Committee met and resolved that the matter wasn't in		

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				alleged that the Cllr has failed to comply with multiple specific duties set out in the Code of Conduct.	scope and no further action was required.		
2026/06	CYC	Resident	25/02/26 Closed 05/03/26	The complaint relates to the Cllr breaching the code of conduct and abusing their position, with failure to follow due process.	This complaint was assessed by the DMO and the IP After careful consideration it did not pass the gateway test for a code of conduct issue.		
2026/03	CYC	Resident	05/02/26 Closed	The complainant refers to the code of conduct of the Cllr in relation to press releases about the recent senior officer redundancy case.	The matter was considered by the Joint Standards Assessment Sub-Committee. The Sub Committee resolved to issue an Advisory Note to the complainant and the subject member, and Group leaders reminding them of the need to always treat members with respect.	See Appendix	Completed
2026/04	CYC	Resident	13/02/26 Closed	The complaint relates to specific conduct by a	As the complainant was a member of the Council's Executive the matter was referred to a meeting		



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				member of the Executive.	of the Joint Standards Sub Committee. The Sub Committee met and resolved that the matter was not in scope and no further action was required.		
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