

Report of the Head of Human Resources

## **Complaint Investigation**

### **Summary**

1. This report sets out the process for considering a complaint received and seeks approval to the next steps in relation to that complaint.

### **Background**

2. A complaint has been received by the Council which has some allegations against a senior member of staff. Details are set out in the exempt Annex A to the report, incorporating guidance on the issues raised.
3. The first stage in receiving any complaints against a member of staff is for the line manager to consider if the complaint is valid and if there is any further action required to be taken and if so under which appropriate policy or procedure.

### **Analysis**

4. Analysis of the complaint received and evidence provided is set out in the exempt annex.

### **Consultation**

5. Details of consultees in relation to the issues raised within the complaint are set out within the exempt annex. However, no consultation is necessary in relation to the proposed recommendations of this report, other than to seek the views of this Committee.

## **Options**

6. Members need to consider the next steps in relation to this complaint and in doing so can determine the appropriate way forward having regard to the advice provided in the exempt Annex A.

## **Council Plan**

7. Whilst the Council Plan sets out this Council's priorities for services for the period covering 2015-2019, how we deliver those services underpins those priorities. It is important, therefore, that the Council manages the delivery of its services, appropriately.

## **Implications**

8. There are no implications to this report in relation to:

- Finance
- Equalities
- Crime and Disorder
- Information Technology (IT)
- Property

9. However, there are human resource implications, in that the Council must ensure that the necessary process is followed correctly. Those processes are set out in the exempt annex.

10. There are constitutional implications in ensuring that Staffing Matters & Urgency Committee (SMUC) deal with such complaints as the delegated member body. As such Members need to have regard to the information contained within the exempt annex and determine the next steps accordingly.

## **Risk Management**

11. In order to mitigate risks associated with employment terms and conditions, Members are advised to adopt the processes outlined in the exempt annex. The Council has a duty to ensure that complaints received are handled appropriately.

## Recommendations

12. Staffing Matters and Urgency Committee are asked to consider the complaint and evidence provided within the exempt Annex and decide next steps in line with the appropriate policy and guidance.

**Reason:** To ensure that SMU carry out their role within the remit of the Committee.

## Contact Details

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**Chief Officer Responsible for the report:**

N/A

**Report Approved**



**Date** 22.03.19

**Specialist Implications Officer(s):**

**Wards Affected:**

All



**For further information please contact the author of the report**

**Background Papers:**

None

**Annexes**

Exempt Annex A – Report from Head of HR on complaint received.

(This annex This information is classed as exempt under paragraphs 1 and 2 of Schedule 12A to Section 100A of the Local Government Act 1972 (as revised by The Local Government (Access to Information) (Variation) Order 2006).