

Process for Complaints – Normal Timescale

Working Days	Process
Day 1	Complaint Received
Day 1 – 5	Monitoring Officer acknowledges receipt.
Day 1 - 5	Monitoring Officer writes to Subject Member with details of the allegations *
Day 6 – 10	Subject Member may make written representations to the Monitoring Officer which must be taken into account.
Day 11 – 20	The Monitoring Officer will review complaint and consult with Independent Person to decide (initial assessment) whether complaint merits investigation or another course of action.
Day 21 - 25	Where applicable the Monitoring Officer will appoint an Investigating Officer.
Day 26 – 45	The investigating Officer will produce a draft report. **
Day 46 - 55	Where the Investigating Officer finds no failure to comply with the Code of Conduct the Monitoring Officer provides a copy of the Decision and Investigating Officer's report.
Day 46 – 65	Where the Investigating Officer finds sufficient evidence of failure to comply with the Code of Conduct matter referred to a Hearings Panel or resolution under Section 9 of "Arrangements".
Day 66	Hearings Panel outcome published where applicable.

* Subject to any representations from the complainant on confidentiality, which are accepted as valid by the Monitoring Officer.

** It would be expected that any investigation once commenced would not normally exceed 20 working days. However as it is not possible to be prescriptive of the length of investigations in all cases the Monitoring Officer may amend this timescale.

