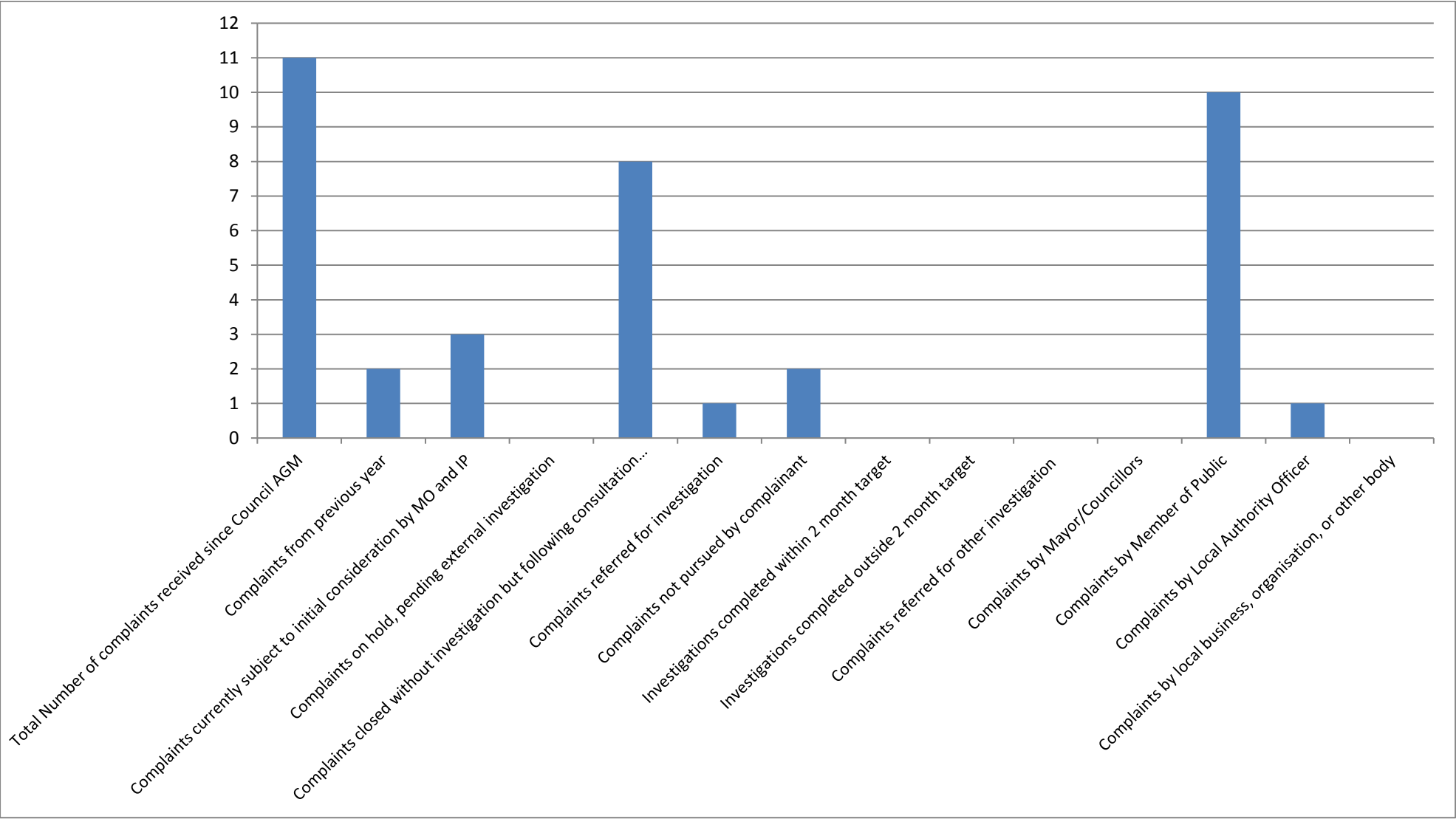


APPENDIX 1

Code of Conduct for Members - complaints and investigation monitoring information – municipal year 2024

Complaints since May 2023:	11
Complaints from previous year:	02
Complaints currently subject to initial consideration by MO and IP:	03
Complaints closed without investigation but following consultation with IP:	08
Complaints referred for investigation as potential breach of the Code:	01
Complaints not pursued by complainant:	02
Investigations completed within 2 month target:	00
Investigations completed outside 2 month target:	00
Complaints referred for other investigation (police, audit etc.)	00
<u>Complainants</u>	
Mayor/Councillors:	00
Member of Public:	10
Local Authority Officer	01
Local business, organisation, or other body:	00

Code of Conduct Complaints 2023/2024



Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
008/2022	03/02/2023	Member of the Public	Elected member	<p>Alleged complaint – Bribery, misconduct in a public office and malfeasance of a public official.</p> <p>Original complaint sent to Democratic Services</p>	<p>Target Date: 17/02/2023</p> <p>09/02/2023 - Acknowledgement email sent to complainant.</p> <p>21/02/2023 – Email sent to Cllr to confirm a complaint has been received however due to it being investigated by the Police a decision on how to proceed will follow after the Police investigation has concluded.</p> <p>22/02/2023 – IP has been made aware of the current status</p> <p>13/07/2023 – Investigation outcome provided by the Police to the frauds team.</p> <p>19/07/2023 – Update provided to complainant. Police found insufficient evidence for a prosecution. DMO to meet IP and advice on next steps.</p> <p>21/07/2023 – DMO consulted with IP. Although there is evidence of wrongdoing at this stage unable to proceed as there is a lack of evidence to link it to the Cllr. DMO to draft an email to Cllr to ask for initial response of the complaint.</p> <p>24/08/2023 – Email sent to Cllr to provide initial response.</p> <p>30/08/2023 – Cllr acknowledged the email, advised away on leave and will respond upon their return (week commencing 4 Sep 2023).</p>	06/10/2023 – Full Investigation.		Closed	

				<p>14/09/2023 – Chaser email sent to Cllr and advised to respond before 21/09/23.</p> <p>21/09/2023 – Letter received from Paralegal/ITN solicitors acting on behalf of the Cllr.</p> <p>22/09/2023 – Acknowledgment email sent to ITN solicitors from DMO.</p> <p>22/09/2023 – DMO to consult IP week commencing 25/09.</p> <p>02/10/2023 – DMO consulted with IP</p> <p>02/11/2023 – DMO consulting DoL&MO. IP has agreed the matter should go to an independent investigator due to the seriousness of the allegation. Awaiting approval by the Director of Legal & Monitoring Officer (DoL&MO).</p> <p>06/10/2023 - DMO sent report to external investigator/DMO to chase within next 2 weeks on progress 03/11/2023</p> <p>03/11/2023 - External investigators have received papers and making progress.</p> <p>20/11/2023 – external investigator reports making slow progress.</p> <p>07/02/2024 - Draft report received</p> <p>27/02/2024 - Email to be sent Cllr confirming that the matter is concluded.</p> <p>01/02/2024 - Report with MO currently working on this</p> <p>09/04/2024- Email & report sent to Cllr & Complainant informing case now closed due to insufficient evidence.</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
011/2022	02/03/2023	Member of the public	Elected Member	Alleged complaint – mishandling of consultation paper/surveys. Cllr seen to be carrying/picking up from public.	<p>Target Date: 16/03/2023</p> <p>08/03/23 – Acknowledgement email sent to complainant.</p> <p>08/03/23 – Email sent to Cllr to provide initial response.</p> <p>20/03/2023 – Chaser sent to Cllr to provide initial response.</p> <p>12/04/2023 – Chaser sent to Cllr to provide initial response.</p> <p>14/04/2023 – Initial response received from Cllr.</p> <p>27/04/2023 – Consulted IP – Outcome: - proceed with full investigation.</p> <p>12/05/2023 – Meeting with complainant. Additional information provided along with contact details of witnesses.</p> <p>09/06/2023 – meeting with further witness</p> <p>21/06/2023 – Seeking to consult with members of the consultation team.</p> <p>08/09/2023 - DMO is awaiting statement from consultation lead. DMO to chase.</p> <p>22/09/2023 – Email sent to Cllr from DMO to arrange an interview. Cllr to confirm availability.</p> <p>29/09/2023 – Email sent from DMO to Cllr with an invitation to meeting on 05/10/2023 at 11am. Acknowledgment email received by Cllr.</p>	27/04/2023 - Full Investigation		Closed	

					<p>05/11/23 - Cllr had meeting with DMO, statement approved & report being drafted.</p> <p>27/02/2024 - Report being finalised in preparation in sending out to complainant and Cllr.</p> <p>25/03/2024 - DMO sent report to Cllr and Complainant and informed that Code of Conduct does not apply on this occasion</p> <p>24/03/2024 - Please note the complainant has complained to the LGO because of delays.</p> <p>22/04/24 - complainant will be sending comments on report.</p> <p>29/04/2024 - Comments received from complainant</p> <p>29/05/24 - final report with comments sent out to complainant and councillor.</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
001/2023	25/05/2023	Member of the public (via advocate)	Elected Member	Alleged complaint – Cllr's failure to acknowledge, update and lack of compassion shown with the matter raised by the complainant regarding a request made to the housing association and local council for a personalised disabled parking bay.	<p>Target date: 08/06/2023</p> <p>08/06/2023 – Acknowledgment email/letter sent to advocate to confirm complainant has requested the advocate to make the complaint on their behalf.</p> <p>16/06/2023 – Reminder email sent to advocate to respond.</p> <p>19/06/2023 – Response received from advocate that they have contacted the complainant to confirm/respond.</p> <p>03/07/2023 – Chaser email sent to advocate for an update.</p> <p>15/07/2023 – Chaser/update email sent to the advocate to confirm if they have received confirmation from the complainant.</p> <p>26/07/2023 – Confirmation received from advocate from the complainant that the advocate can act on their behalf.</p> <p>07/09/2023 – Email sent to Cllr to provide initial response.</p> <p>07/09/2023 – Cllr requesting details of complainant to refer to correspondences relating to the matter.</p> <p>08/09/2023 – Email sent to advocate seeking consent to share details of both advocate and complainant to the Cllr so that the Cllr can refer to correspondences relating to the matter.</p>	N/A	N/A	Closed	N/A

					<p>08/09/2023 – Update email sent to Cllr, DMO is seeking consent from advocate and complainant.</p> <p>18/09/2023 – Advocate and complainant confirmed they are happy to share details with Cllr.</p> <p>26/09/2023 – Email sent to Cllr with details of complainant and advocate. Cllr requested to provide initial statement for DMO to review.</p> <p>02/10/2023 – Cllr provided initial response.</p> <p>04/10/2023 – IP has been sent all the relevant correspondences to review and confirm availability to consult with DMO.</p> <p>10/10/2023 – Outcome email sent to councillor – case now concluded</p> <p>10/10/2023- Letter sent to complainant – case now concluded</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
002/2023	13/06/2023	LA - Officer	Elected Member	Alleged complaint – Cllr’s behaviour during a recent HR committee meeting was hostile and intimidating. The way the Cllr behaved fell below the standards expected of members when conducting themselves with officers.	<p>Target date: 27/06/2023</p> <p>16/06/2023 – Acknowledgment email sent to complainant.</p> <p>16/06/2023 - Email sent to Cllr to provide initial response.</p> <p>23/06/2023 – Cllr requesting further information from DMO.</p> <p>03/07/2023 – DMO provided information as requested by the Cllr.</p> <p>04/07/2023 – Initial response including supporting correspondence provided by Cllr.</p> <p>21/07/2023 – DMO consulted IP.</p> <p>26/07/2023 – Complainant notified the matter will proceed to a full investigation.</p> <p>14/08/2023 – Meeting with complainant.</p> <p>08/09/2023 - DMO has received 1 witness statement and a statement from the complainant. DMO Awaiting a further witness statement before arranging a meeting with the Cllr.</p> <p>22/09/2023 – Email sent to Cllr from DMO to arrange an interview. Cllr to confirm availability.</p> <p>29/09/2023 – – Email sent from DMO to Cllr with an invitation to meeting on 05/10/2023. Acknowledgment email received by Cllr.</p>	26/07/2023 – Full Investigation		Open	

					<p>6/10/2023 - DMO emails Cllr with an update on investigation.</p> <p>6/10/2023 - Complainant emails DMO – requesting timescales of expected outcome as due to leave the organisation at the end of year</p> <p>9/10/2023 - DMO discussed with IP today to discuss complaint.</p> <p>10/10/2023- complainant emailed DMO that they leave the council this week, appreciate if any final report/outcome from my complaint is sent to my personal email address, personal email provided.</p> <p>10/10/2023 - DMO emailed confirmation that draft report will be sent to personal email once drafted.</p> <p>Report written & approved by MO- draft report sent to 17/11/23 with IP for approval – Once approved to be sent out to Cllr & complainant</p> <p>20/11/2023 – IP approves draft report.</p> <p>20/11/2023 – draft report sent out to Cllr and complainant.</p> <p>20/11/2023 - Complainant responded to DMO</p> <p>2/2/2024 - DMO sent email to Cllr regarding the informal resolution proposal, requesting a response by 9th Feb 24</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
003/2023	20/06/2023	Member of the public	Elected Member	Alleged complaint – Breach of the Islamophobia Definition adopted by Tower Hamlets Council. During a recent committee meeting, Cllr showed microaggression towards Muslim members of the committee, and made unfounded accusations. Which complainant believes is in breach of the APPG Islamophobia definition.	<p>Target date: 04/07/2023</p> <p>27/06/2023 – Acknowledgment email sent to complainant.</p> <p>27/06/2023 – Email sent to Cllr to provide initial response.</p> <p>04/07/2023 – Cllr acknowledged the email and asked if any evidence of the allegation has been provided.</p> <p>05/07/2023 – DMO seeking further clarifications from the complainant.</p> <p>24/07/2023 – Chaser email sent to complainant.</p> <p>05/09/2023 – Chaser email sent to complainant seeking clarification of the complaint (SMSO to chase Cllr on 12 September).</p> <p>08/09/2023 – Email sent to Cllr with current updates.</p> <p>26/09/2023 – SMSO seeking advice from DMO on next steps. No response received from complainant despite chasers.</p> <p>04/10/2023 – Email sent to IP to arrange for consultation in the view to close the matter due to no response from complainant despite multiple chasers.</p> <p>10/10/2023 – Outcome email sent to complainant -case closed</p> <p>10/10/2023 – Outcome emailed to councillor – case closed</p>	N/A	N/A	Closed	N/A

Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
004/2023	06/07/2023	Member of the public	Elected Member	<p>Alleged complaint – Complainant believes Cllr is not following the Equality Act 2010 or the Care Act 2014.</p> <p>Mistreatment and discriminating behaviour towards complainant because of disability.</p>	<p>Target date: 20/07/2023</p> <p>(Originally complainant complained on 6 June 2023 however on the same they wished to withdraw the complaint. Complainant sent an email to the mayors Team and cc'd in MO inbox and after emailing for confirmation if they wish to proceed, complainant asked to go ahead with the original complaint)</p> <p>24/07/2023 - Acknowledgment email sent to complainant.</p> <p>24/07/2023 – Email sent to Cllr to provide initial response.</p> <p>14/08/2023 – Chaser email sent to Cllr.</p> <p>07/09/2023 – Chaser email sent to Cllr.</p> <p>08/09/2023 – DMO seeking advice from Director of Legal & Monitoring Officer on next steps on Cllr's failure to respond.</p> <p>25/09/2023 – Final chaser sent to Cllr to provide initial response by 5pm 29/09/2023.</p> <p>02/10/2023 – No response received from Cllr despite chaser/deadline. DMO to consult with IP.</p> <p>14/11/2023 - DMO sent email requesting contact by 4pm on Friday 17.11.23 to arrange a discussion. If no response then DMO will not be able to pursue your complaint.</p> <p>14/11/2023 - DMO spoke to complainant and due to meet with IP 20/11/23</p>	N/A	N/A	Closed	N/A

					<p>20/11/2023 - Email sent to complainant to inform complaint has now been closed</p> <p>20/11/2023 - Email sent to Cllr to inform complaint now closed due to matter complained of is not the responsibility of you or of the Council.</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
005/2023	02/10/2023	Member of the public	Elected Member	Alleged complaint – Complainant witnessed Cllr assisting another person with moving a couch which was then fly tipped on complainants' estate	<p>Target Date: 16/10/2023</p> <p>Initial complainant complained 02/10/2023</p> <p>04/10/2023 – DMO requested further information from complainant.</p> <p>04/10/2023 – Complainant provided requested information.</p> <p>05/10/2023 – Acknowledgement email sent to complainant.</p> <p>05/10/2023 – Email sent to Cllr to provide initial response</p> <p>03/11/2023 - Email sent to Cllr to provide a response and informed that DMO can still proceed with complaint if Cllr doesn't respond</p> <p>5/11/2023 - Cllr responded</p> <p>8/11/2023 - Request sent to Cllr to clarify further on the complaint</p> <p>10/11/2023 -DMO emailed Cllr informing them that the complainant had provided more information and if the Cllr could on the additional information.</p> <p>27/11/2023 - no response from Cllr</p> <p>4/12/2023 - DMO emailed Cllr to arrange a call for clarification regarding complaint</p> <p>21/02/24 - DMO & IP to meet to discuss complaint</p>	N/A	N/A	Closed	N/A

					<p>21/02/24 - Email sent to Cllr with several questions to respond to by 4pm on 28th February.</p> <p>21/02/24 - Email received from Cllr with update to the email sent 21/02/24</p> <p>22/02/24 - Another email received from Cllr with update to the email sent 21/02/24</p> <p>26/02/24 - IP & DMO concluded complaint should not be investigated further as the councillor was not acting as a Member at the time of the incident.</p> <p>26/02/24 - Email sent to Cllr informing outcome of complaint and complaint now closed.</p> <p>26/2/2024 - Email sent to Complainant informing outcome of complaint & that complaint now closed.</p> <p>27/02/2024 - Email received from complainant requesting further information</p> <p>8/03/2024 - Email response sent to Complainant answering his previous email with further information request.</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up`
006/2023					Complainant alleged disagreement with Cllr with no further details. The online complaint form was not completed despite requesting. <i>Please note a number had been allocated as this was initially logged in error.</i>				

Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
007/2023	03/11/2023	Member of the public	Elected Member	financial interests within other charity led organisations within Isle of Dogs	<p>Target date: 17/11/2023</p> <p>complainant complained on 03/11/2023</p> <p>03/11/2023 – DMO requested further information from complainant.</p> <p>6/11/2023 - Email sent to Complainant for further information</p> <p>8/11/2023 - DMO requested email sent to Cllr for a response to the complaint</p> <p>20/11/2023 - Reminder email sent to Cllr for response to email sent on 8/11/23</p> <p>29/11/2023 - Email sent to IP to meet with DMO</p> <p>01/12/2023 - 2nd Email sent to IP to meet to discuss complaint</p> <p>04/12/2023 – Consultation meeting scheduled with I.P</p> <p>07/12/2023 - Email sent to complainant to inform complaint has now been closed</p> <p>07/12/2023 - Email sent to Cllr to inform complaint is now closed as DMO & IP concluded that the complaint does not merit formal investigation.</p>	N/A	N/A	Closed	N/A

Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status*	Hearing and outcome	Current status	Follow up
008/2023	18/11/2023	Member of Public	Elected Member	Tweets on social Media	<p>Target date: 24/11/2023</p> <p>08/11/2023 – Complaint received</p> <p>19/10/2023 – requested to log online to progress further</p> <p>25/10/2023 – DMO requested further information from complainant & to send complaint in via letter as complainant cannot upload via system</p> <p>8/11/2023 - Complaint letter/evidence received from information</p> <p>8/11/2023 - DMO requested further information & complaint logged</p> <p>13/11/2023 - Additional information received from Complainant</p> <p>13/11/2023 - Additional information sent to DMO</p> <p>14/11/2023 - DMO requested complaint be sent to Cllr for response</p> <p>20/11/2023 - Initial complaint resent to Cllr as email was returned unsent</p> <p>20/11/2023 – Cllr responds</p> <p>26/11/2023 - Emailed IP to arrange a discussion with DMO</p>	N/A	N/A	Closed	N/A

					<p>29/11/2023 - DMO met with IP to discuss complaint</p> <p>03/12/2023 - Email sent to complainant to inform complaint has now been closed</p> <p>03/12/2023 - Email sent to Cllr to inform complaint now closed</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up`
009/2023					Complainant alleged defamation of character with no further details. An email with link to complete online complaint form was sent and despite chasing no response recieved. <i>Please note a number had been allocated as this was initially logged in error.</i>				

Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
010/2023	30 th January 2024	Member of Public	Elected Member	Formal complaint against two ward Councillors who have been involving themselves in the affairs of a charity.	<p>Target Date:</p> <p>30/1/2024 - Emailed complainant for further information</p> <p>20/1/2024 - Email sent requesting to provide further details of what the alleged interference had been.</p> <p>12/1/2024 - Complainant responded with further details</p> <p>17/1/2024 - Email sent requesting further detailed information into the complaint.</p> <p>29/1/2024 - Email received from Complainant with further information.</p> <p>30/1/2024 - Email sent to complainant requesting additional information with regards to the complaint.</p> <p>11/03/2023 - Send all information to IP to discuss closure</p> <p>28/02/2023 - Email sent to Cllr & Complainant that matter has now been closed. No findings.</p>	N/A	N/A	Closed	

Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
011/2023	18 th February 2024	Member of Public	Cllr	conduct of Cllr during meeting held on November 30th, 2023.	<p>18/02/2024 - logged complaint received</p> <p>20/2/2024 - DMO requested complaint be sent to Cllr for response</p> <p>05/03/2024 - Email sent to Cllr for response to complaint</p> <p>11/03/2024 - 2nd Reminder email sent to Cllr for response to complaint</p> <p>11/03/24 - Email received from Cllr stating was away at time previous emails sent, stated will respond appropriately with a follow up email once looked further into the matter. Email forwarded onto DMO</p> <p>19/03/24 - email received from Cllr</p> <p>27/03/24 - discussion between DMO and IP</p> <p>03/03/2024 - Email sent to Cllr & Complainant that matter has now closed. No findings</p>	N/A	N/A	Closed	

Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
012/2023	4 th March 2024	Member of Public	Cllr	Failed to effectively support Tenants and residents living on an Estate about damp & mould issue inside many resident's homes	<p>05/03/2024 - logged complaint received</p> <p>05/3/2024 - DMO requested email to be sent to complainant for requested documents stated in the complaint</p> <p>5/03/2024 - Email sent to complainant for requested documents/emails.</p> <p>6/03/2024 - Email received from complainant with attached requested proof of documentation/emails.</p> <p>11/03/2024 - All documentation sent to Environmental department to address this complaint</p> <p>25/03/24 complainant says issue is lack of response from Cllr</p> <p>28/3/24 meeting between DMO and IP</p> <p>28/03/2023 - Email sent to Cllr requesting further information</p> <p>03/04/2023 - Email sent to complainant that DMO are awaiting Cllr response to complaint.</p> <p>23/04/2023 - Reminder email sent to Cllr for response to complaint</p>	N/A	N/A	Open	

					<p>07/05/2024 - Contacted Cllr via Teams with a request to the complaint. Cllr confirmed will look at the complaint and respond after work.</p> <p>08/05/2024 - Response to complaint received from Cllr</p>				
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Reference number	Date received by Monitoring Officer	Complainant	Elected/Co-opted Member(s)	Nature of Complaint and potential breach(es) of the Code of Conduct	Date and outcome of consultation with IP	Date investigation commenced and investigation status	Hearing and outcome	Current status	Follow up
013/2023	14/04/2023	Member of public	Cllr	contacted the member on several occasions on local issues of excessive speeding and dangerous driving	15/04/2023 - Email sent to Cllr with request to respond to complaint received	14/03/2023		Open	