

APPENDIX 1

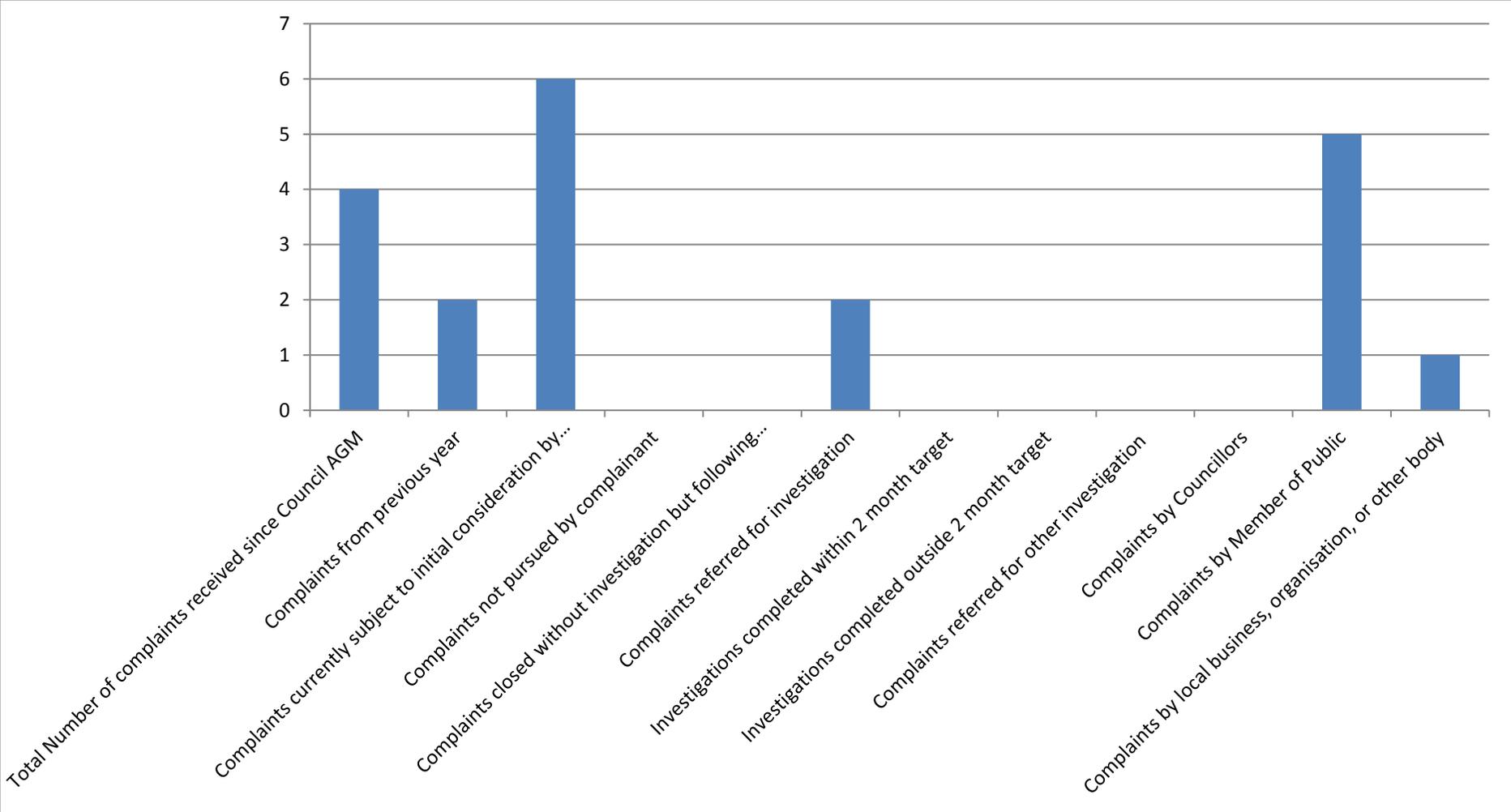
Code of Conduct for Members - complaints and investigation monitoring information – municipal year 2023

Complaints since May 2023:	09
Complaints from previous year:	02
Complaints currently subject to initial consideration by MO and IP:	04
Complaints not pursued by complainant:	01
Complaints closed without investigation but following consultation with IP:	03
Complaints referred for investigation as potential breach of the Code:	03
Investigations completed within 2 month target:	00
Investigations completed outside 2 month target:	00
Complaints referred for other investigation (police, audit etc.)	00

Complainants

Councillors:	00
Member of Public:	05
Local business, organisation, or other body:	01

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> <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>	N/A	N/A	Open	N/A

					<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>06/10/23 - DMO sent report to external investigator/DMO to chase within next 2 weeks on progress 3/11/2023</p> <p>03/11/23 - External investigators have received papers and making progress</p> <p>20/11/23 – external investigator reports making slow progress.</p>				
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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>	27/04/2023 - Full Investigation		Open	

					<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> <p>05/11/23 - Cllr had meeting with DMO, statement approved & report being drafted</p>				
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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>	N/A	N/A	Closed	N/A

					<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> <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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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>	26/07/2023		Open	N/A

					<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> <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>20/11/23 – IP approves draft report.</p> <p>20/11/23 – draft report sent out to Cllr and complainant.</p>				
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	<p>Target date: 04/07/2023</p> <p>27/062023 – 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>	N/A	N/A	Closed	N/A

				<p>APPG Islamophobia definition.</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>					
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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 July 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>	N/A	N/A	Closed	N/A

					<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>14/11/23 - DMO spoke to complainant and due to meet with IP 20/11/23</p> <p>20/11/23 - Email sent to complainant to inform complaint has now been closed</p> <p>20/11/23 - 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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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 October 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>5/11/23 - Cllr responded</p> <p>8/11/23 - Request sent to Cllr to clarify further on the complaint</p>	N/A	N/A	Open	N/A

						investigation status			
006/2023	02/11/2023	Member of the public	Elected Member	Concerns regarding incident involving Cllr and conveying the mounting frustration and dissatisfaction of our community. It is essential that immediate action be taken to address the disrespectful behaviour exhibited by Cllr, towards members of the public	Target Date: 16 th November 2023 complainant complained on 2 nd November 2023 03/11/2023 – DMO requested further information from complainant. 3/11/2023 - Email sent to Complainant for further information and to complete online complaint form 20/11/23 - email sent to complainant that complaint will now be closed due to not submitting online complaint			Closed	

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008/2023	18/2023		Elected Member	Tweets on social Media	<p>Target date: 24/11/2023</p> <p>complainant complained on 08/11/2023</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>20/11/23 - Initial complaint resent to Cllr as email was returned unsend</p> <p>20/11/23 – Cllr responds</p>			Open	
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009/2023	09/2023	Member of Public	Elected Member	Defamation of character and organisation	<p>Target Date: 28/11/2023</p> <p>complainant complained on 9th November 2023</p> <p>DMO – requested complainant complete online form & provide original post</p> <p>14/11/2023 - Email sent to complainant to complete online form & request of original post</p> <p>20/11/23 - Email sent to complainant to complete link by 24/11/23 if not case will be closed.</p>			Open	