

SERVICE STANDARDS

The Monitoring Officer will ensure that:

- All written complaints are responded to within 10 working days in accordance with the Council's customer service standards
- Subject to administrative arrangements, all assessment hearings will be heard within 20 working days of receipt of the complaint
- All complaints are logged on the Council's case management system (Civica) with each file accorded its own individual reference
- All complaint files will be anonymised to protect identity and preserve confidentiality
- Decision notices will be drafted for review by the clerk to the relevant Sub-Committee within 3 working days and issued within 5 working days of the decision (subject to response from the Sub-Committee members)
- Progress of complaints will be reported to each meeting of the Standards Committee
- Any investigations lasting longer than 2 months (and bi-monthly following that date) will be reported to the Committee, with reasons where this does not breach confidentiality.
- All concluded investigation reports will be set down for hearing by the Adjudication Sub-Committee within 20 working days (subject to administrative arrangements)
- All hearings will be set down within 3 months of the conclusion of the investigation report subject to a satisfactory period for the pre-hearing process
- Any delay in these service standards will be notified to all parties in the matter explaining the delay where this does not breach confidentiality
- All telephone requests will be responded to within 20 seconds in accordance with the Council's customer service standards.
- Where the Monitoring Officer is out of the office the matter will be responded to by either of the Deputy Monitoring Officers where no conflict of interest arises
- Any emails or voicemail messages left by members of the Standards Committee will be dealt in accordance with the Council's service standards. Where the Monitoring Officer is on leave, arrangements will be made for another officer to deal with those queries.
- All non-confidential information regarding the Standards Committee will be available via the Council's website

- That all appropriate measures will be taken to ensure that sufficient resources are allocated to action resolved to be carried out by the Committee or any of its Sub-Committees