

Ombudsman
Ombwdsmon
Ymchwilio Gwynion / Gwelirau Gwasanaethau



**North Wales Standards
Committee Forum**

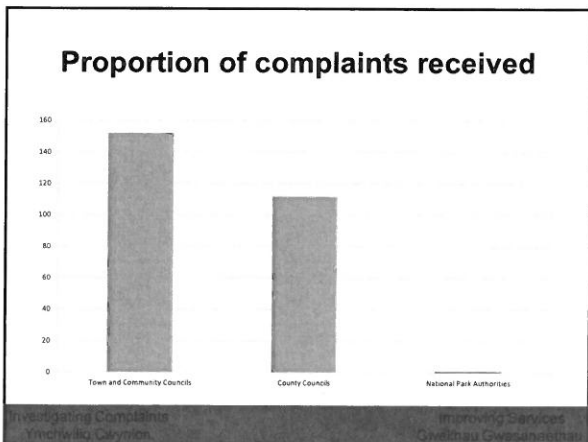
**Nick Bennett
Ombudsman**

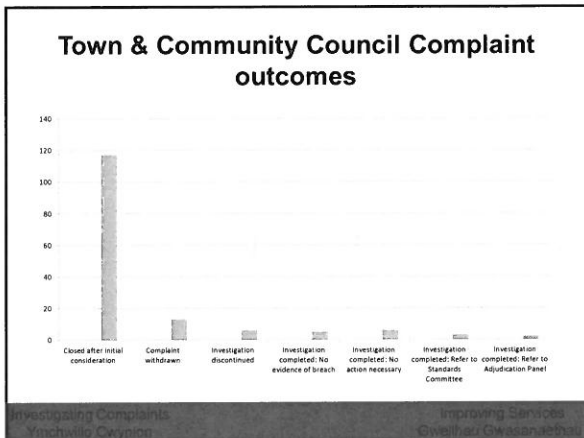
Investigating Complaints / Ymchwilio Gwynion
Improving Services / Gwelirau Gwasanaethau

Local Resolution

- Member v Member complaints should be dealt with by internal dispute resolution procedure
- Extension of this to Community Councils

Investigating Complaints / Ymchwilio Gwynion
Improving Services / Gwelirau Gwasanaethau





Two stage test

- Is there **direct** evidence that a breach actually took place?

If so:

- Is an investigation required in the public interest?

Investigating Complaints
Ynchwilio Cwynion

Improving Services
Gwellau Gwasanaethu

Testing Public Interest One Year on

- Is an investigation required in the public interest?
 - Public interest factors (non exhaustive)
 - Seriousness of breach
 - Deliberately seeking personal gain
 - Misuse of position of trust causing harm
 - Motivated by discrimination (protected characteristics)
 - Evidence of previous similar behaviour

Investigating Complaints
Ynchwilio Cwynion

Improving Services
Gwellau Gwasanaethu

Vexatious Complaints!

- "Cllr X refused to shake my hand!"
- "Cllr Y cracked a bad joke in poor taste!"
- "Cllr P tutted and huffed whilst shaking his head!"
- "Cllr M referred to the public gathered in the street as a mob!"
- "Cllr S was clicking his pen on and off in an aggressive manner!"

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwelltau Gwasanaethu

What does this mean?

- The Ombudsman will only deal with serious breaches of the Code
- Not the 'Ombudsman of sense of humour'
- More matters referred back to Standards Committees to investigate
- 'Mandatory' Member v Member internal dispute resolution

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwelltau Gwasanaethu

Q & A

Investigating Complaints
Ymchwilio Cwynion

Improving Services
Gwelltau Gwasanaethu
