

## **Appendix 2: Overview of the Members' Enquiries and Reporting Pathways**

<b>Type of 'Concern / Enquiry'</b>	<b>e.g.</b>	<b>Reporting Procedure</b>
Disclosing Serious/Criminal Behaviours or Concerns	Criminal behaviour disclosure in accordance with the requirement in the Code of Conduct; including corruption, fraud and offences such as health and safety	<p>New procedure to be submitted to the Full Council on 2 July 2026</p> <p><a href="#">The Constitution</a></p> <p>(to be reviewed after the Council meeting on 02/07/2026)</p> <p>In accordance with the Members' Whistleblowing Policy (NEW)</p> <p>Report to the Monitoring Officer or in accordance with part 5.4-5.7 of the Procedure</p>
Safeguarding	<p>Physical, sexual, psychological, emotional or financial abuse</p> <p>Physical, sexual, psychological, emotional or financial neglect</p>	<p>In accordance with the <a href="#">Polisi-Diogelu-Ionawr-2025-Cymraeg.pdf</a></p> <p>namely</p> <p>Contact the Police (999) if a child or adult is at risk</p> <p>Contact Cyngor Gwynedd Social Services</p> <p><a href="#">Safeguarding-Policy-January-2025-English.pdf</a></p>
Complaint about another Member's conduct	Bringing the post and the authority into disrepute, disrespect, abuse of position, misuse of the Authority's resources, breach of confidentiality, not drawing attention to breaches of the code.	<p>In accordance with:</p> <p><a href="#">Section-18---Members-code-of-conduct.pdf</a></p> <p>Report to the Monitoring Officer</p>
Fraud	False representation; intentional failure to disclose information or fraud through abuse of position	<p>In accordance with the Code of Conduct and the Anti-fraud Strategy: <a href="#">Appendix 1 - Strategy.pdf</a></p> <p>Report to the Audit Manager</p>

Complaint about an Officer / Chief Officer	Being disrespectful towards a member, ignoring correspondence, breach of confidentiality, or acting contrary to the Members and Officers Protocol.	In accordance with <a href="#">Section-21---Protocol-on-member-and-officer-relations.pdf</a>  Report to the officer's line manager; arrangements for escalating to the Head of Department / Director if it is not resolved.
Complaint about the Chief Executive / Monitoring Officer	Conduct that is contrary to the Members and Officers Protocol, or breach of the Members' Code of Conduct.	In accordance with <a href="#">Section-21---Protocol-on-member-and-officer-relations.pdf</a>
Complaint about a Service on behalf of electors	Waste collections regularly missed in an area, delay	In accordance with the <a href="#">Cyngor Gwynedd Concerns and Complaints Policy</a>  Informal Resolution by reporting to the relevant Manager / Head of Department.  Submission of a Formal Complaint through the central complaints point of contact - Galw Gwynedd, website or complaints e-mail.
Service request on behalf of electors	Request for a new bin, request to replace a street lamp, reporting a pothole	Direct request through any medium of the members' choice, e.g., e-mail / phone the service directly, through Galw Gwynedd; through the public website; through the members' Self-service.
General enquiry / request for information about Council services	Asking what day the bin is being collected, advice on a planning application, Council tax requests	Contact via Galw Gwynedd or direct contact with the service or information on the website.