Cyngor Gwynedd

Members' Enquiries and Reporting Pathways

Concern

Disclosing Serious / Criminal Behaviour or Concerns
(e.g. corruption, fraud and offences such as health and safety)

Report to the Monitoring Officer (if relevant)
(guidance in the Constitution, Section 23, Members Whistleblowing Policy, part 5)

Confidential Reporting 'Whistle Blowing' Policy for Members

Safeguarding
(e.g. physical, sexual, psychological, emotional or financial abuse)

Immediate risk to child or adult - Police (999)
Concerns for safety of child or adult - Social Services
(guidance in the Safeguarding Policy)

Corporate Safeguarding Policy

Fraud
(e.g. false representation, intentional failure to disclose information or fraud through abuse of position)

Report to the Audit Manager
(in accordance with Code of Conduct and the Anti-fraud Strategy)

Strategy

Complaint

Complaint about a service on behalf of electors
(e.g. Waste collection regularly missed)

Informal resolution -reporting to the relevant Manager / Head of Department
Formal complaint -through the central complaints point of contact
(Galw Gwynedd, website or complaints e-mail)

Cyngor Gwynedd's Concerns and Complaints Policy

Complaint about an Officer / Chief Officer
(e.g. being disrespectful towards members, ignoring correspondence, breach of confidentiality, or acting contrary to the Members Officers Protocol)

Report to the officer's line manager; escalating to the Head of Service / Director (if not resolved)
Guidance in Section 21 Protocol on member and officer relations)

Protocol on member and officer relations

Complaint about the Chief Executive / Monitoring Officer
(e.g. conduct that is contrary to the Members and officers Protocol, or breach of the Members' Code of Conduct)

Complaint about the Chief Executive to the Monitoring Officer
Complaint About the Monitoring Officer to the relevant Line Manager
(guidance in Section 21 Protocol on members and officers relations)

Protocol on member and officer relations

Complaint about another Member's conduct
(e.g. bringing the post and the authority into direpute, disrespect, abuse of position, breach of confidentiality etc)

Report to Monitoring Officer
(guidance in Section 18 Members Code of Conduct)

Members code of conduct

Enquiry

Service request on behalf of elector
(e.g. request for new bin, request to replace street lamp, reporting a pothole)

E-mail, phone the Service, Galw Gwynedd, Council website, through the members 'Self-service

General enquiry / request for information about Council services
(e.g. bin collection day, advice on planning applications, Council tax requests)

Contact via Galw Gwyendd or direct contact with the service or information on the website