



Councillor Complaints Guidance Notes April 2024

Please complete one written complaint for each councillor if there are more than one

All authorities within the Basingstoke and Deane borough are legally required to adopt a [Code of Conduct for Councillors](#). They must also have formal arrangements in place to handle allegations where councillors may have failed to comply with the Code, including procedures to investigate and determine such complaints.

Complaints must be submitted **in writing** and can be made by:

- completing the online form
- sending an email
- writing a letter addressed to the Monitoring Officer

Monitoring Officer **does not** handle complaints relating to:

- dissatisfaction with a decision or action taken by the authority or its committees
- issues with services provided by the authority
- concerns about the authority's procedures
- the conduct of employees of the authority

Contents

- [List of authorities](#)
- [Before submitting the complaint](#)
- [How should I set out my complaint](#)
- [Submitting the complaint](#)
- [Use of address and contact details](#)

List of authorities

Your complaint must be about named members of the following authorities:

- Basingstoke and Deane Borough Council
- Ashford Hill with Headley Parish Council
- Ashmansworth Parish Council
- Baughurst Parish Council
- Bramley Parish Council
- Burghclere Parish Council
- Candovers Parish Council
- Chineham Parish Council
- Cliddesden Parish Council
- Dummer Parish Council
- East Woodhay Parish Council
- Echchinswell, Sydmonton and Bishops Green Parish Council
- Ellisfield Parish Council
- Hannington Parish Council
- Hartley Wespall Parish Council
- Herriard Parish Council
- Highclere Parish Council
- Hurstbourne Priors Parish Council
- Kingsclere Parish Council
- Laverstoke and Freefolk Parish Council
- Mapledurwell and Up Nately Parish Council
- Monk Sherborne Parish Council
- Mortimer West End Parish Council
- Newnham Parish Council
- Newtown Parish Council
- North Waltham Parish Council
- Oakley and Deane Parish Council
- Old Basing and Lychpit Parish Council
- Overton Parish Council

- Pamber Parish Council
- Preston Candover and Nutley Parish Council
- Rooksdown Parish Council
- Sherborne St John Parish Council
- Sherfield on Loddon Parish Council
- Sherfield Park Parish Council
- Silchester Parish Council
- St Mary Bourne Parish Council
- Steventon Parish Council
- Stratfield Saye Parish Council
- Tadley Town Council
- Upton Grey Parish Council
- Whitchurch Town Council
- Wootton St Lawrence with Ramsdell Parish Council

Before submitting the complaint

If you wish to submit a complaint about the conduct of an elected, co-opted member or councillor, you must do so in writing and provide relevant evidence to support your allegations.

Your complaint **must relate to conduct:**

- that occurred while the named councillor was in office
- when the named individual was acting in their official capacity as a councillor
- where the named individual would reasonably have given the impression to a member of the public, with full knowledge of the facts, that they were acting as a councillor

Your complaint **will not be considered** if it relates to:

- actions taken before the individual was elected, co-opted, or appointed, or after they have resigned or otherwise ceased to be a councillor
- matters carried out in a purely personal capacity, which are not covered by the Code of Conduct

If you are unsure about any aspect of the process or require additional support in completing or submitting your complaint, please [contact the Monitoring Officer \(mailto:monitoring.officer@basingstoke.gov.uk\)](mailto:monitoring.officer@basingstoke.gov.uk) in the first instance.

How should I set out my complaint

It is very important that you set out your complaint fully, clearly, and in detail at the outset.

You must:

- clearly explain what each individual councillor (if you are complaining about more than one) said or did that you believe breaches the Code of Conduct
- if you are submitting supporting documents or other materials, ensure that these are clearly cross-referenced within your complaint summary
- demonstrate that you have reasonable grounds for believing that the named councillor has breached the Code of Conduct

You should also ensure that you provide all relevant information that you wish to be taken into account. In particular:

- be as specific as possible about what you are alleging
- rather than stating that a councillor insulted you, you should clearly state the exact words they used
- provide the dates of the alleged incidents wherever possible
- if you are unable to provide exact dates, you should give an approximate timeframe (for example, “early March 2026”)
- confirm whether there were any witnesses to the alleged conduct and provide their names and contact details where possible
- include any relevant background information that may assist in understanding the context of your complaint

Submitting the complaint

There are number of options on how you can submit your written complaint:

- use an online form

Make a complaint about a councillor

(<https://www.basingstoke.gov.uk/councillor-complaint>)

- email monitoring.officer@basingstoke.gov.uk (<mailto:monitoring.officer@basingstoke.gov.uk>)
- send it to:

Monitoring Officer
Basingstoke and Deane Borough Council
Civic Offices
London Road
Basingstoke
Hampshire
RG21 4AH

Help with writing the complaint

- in line with the Equality Act 2010, we can make reasonable adjustments to assist if you have a disability that prevents you from making your complaint in writing
- we can help if English is not your first language

Use of address and contact details

Your address and contact details will not be released unless necessary or to deal with your complaint. We will tell the following people that you have made this complaint:

- the councillor(s) you are complaining about
- the parish or town clerk (if applicable)
- independent person(s)

We will:

- tell them your name
- give them a copy of your complaint
- give them full details of your complaint where necessary or appropriate to be able to deal with it

Please be advised that decisions in relation to complaints will be made available on our website, unless there is a finding that the councillor has failed to comply with the Code of Conduct no identifying information will be published.

© 2026 Basingstoke and Deane Borough Council