



Online payment system maintenance

Due to essential maintenance you may experience issues with making online payments from 1.30am to 6.30am on Sunday 19 April 2026. We apologise for any inconvenience.

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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 required by law to adopt a Code of Conduct for Councillors. It is also required to have "Arrangements" in place for dealing with allegations where councillors had failed to comply with the Code of Conduct and to investigate and determine those allegations.

All complaints must be made in writing either by completing our online form, emailing or sending a letter addressed to the Monitoring Officer.

Please note that the Monitoring Officer does not deal with:

- dissatisfaction with a decision or action of the authority or committee, a service provided by the authority
- authority's procedures
- the actions of people employed by the authority

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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 or co-opted member or a councillor, you need to do it in writing and provide relevant evidence to support your allegations.

Your complaint must be about conduct:

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

Your complaint will not be considered about:

-  an individual before they were elected, co-opted or appointed to the authority, or after they have resigned or otherwise ceased to be a councillor
-  things that a councillor has done in a purely personal capacity are not covered by the Code of Conduct.

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

How should I set out my complaint

It is very important that you set your complaint out fully and clearly and provide all the information at the outset:

- tell us exactly what each person (if you are complaining about more than one councillor) you are complaining about said or did that you believe breaches the Code of Conduct
- if you are sending supporting documentation or other materials, please cross-reference it against the summary of your complaint
- demonstrate that you have reasonable grounds for believing that the named councillor has breached the Code of Conduct

It is important that you provide all the information you wish to have taken into account for example:

- you should be specific wherever possible about exactly what you are alleging the councillor said or did. For example, instead of writing that the councillor insulted you, you should state what it was they said
- you should provide the dates of the alleged incidents wherever possible.
- if you cannot provide exact dates, it is important to give a general timeframe
- you should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible
- you should provide any relevant background information

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.

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