**APPENDIX A - PROCEDURE FLOWCHART**

If informal resolution deemed appropriate, MO will seek views of IP and complainant. If agreed and completed, MO will notify complainant of outcome.

MO will consider report from IO and reach conclusion. If no breach identified, case closed, and all parties notified. No right of appeal against decision of no breach.

MO updates register of complaints received and prepares report to next appropriate Standards Committee Meeting.

Standards Hearing Sub-Committee takes place, decision reached, and sanction agreed.

All parties notified of panel decision. Decision Notice published within 5 working days.

If decided to refer matter for determination, case will proceed to Standards Hearing Sub-Committee.

IO investigates complaint (including contact with complainant and subject member to clarify event(s) and explanations) and prepares draft report. Complainant, Subject Member and IP will be invited to comment on draft report before presenting to MO.

*Assessment Panel to convene within 2 months of decision to refer.*

*Investigation to be completed within 3 months of decision to accept, unless the Monitoring Officer advises that an extension of time is required.*

*Acknowledge receipt within 5 working days*

*Informal Resolution Investigation*

MO to apply initial filter. If within scope, MO will invite views from IP and subject member. MO to decide on next steps – no further action, informal resolution, or refer for investigation. No right of appeal against this decision.

Complaint received by Monitoring Officer (MO), with supporting evidence.

MO appoints an Investigating Officer (IO) to proceed with investigating complaint.

MO to offer suggested resolution and agree timeframe for completion. If this fails, MO to consult with IP on way forward. MO to notify all parties of outcome.

*Decision to be advised to the complainant within 20 working days*