## Member / Officer - Routes to Resolution

Member criticises Officer in public forum (social media or in a cc'd email)

Other members challenge the offending member

The officer raises with their Head of Service/ Director

If there is a genuine concern the member first apologises for the public criticism and then takes up the concern with the officer's Head of Service/ Director

If there has been unwarranted or unsubstantiated criticism the member apologises publicly and retracts his/her statement.

The member is required to seek training regarding the content of the member-officer protocol

Officer acts unprofessionally towards a member

Member takes the matter up with the officer's Head of Service or Director who addresses the concern in line with the Employee Code of Conduct.

Feedback should be given to both the member and the officer on the outcome, within five working days.

General concerns a member may have with an officer

Where a member has a concern regarding the performance or behaviour of an officer then he or she should raise it with the officer's Head of Service.

If the Head of Service cannot resolve the concern they will escalate the issue to Director level, or if necessary, to the Chief Executive, who will raise with the appropriate member or the Group Leader.

Officers are bound by the Officers Code of Conduct and can be held to account under the usual Council disciplinary and/or performance management procedures.

The Chief Executive should be notified if the Party Group Leader becomes involved, and likewise the Party Group Leader be notified if the Chief Executive becomes involved.

Feedback should be given to both the member and the officer on the outcome, within five working days. General concerns an officer may have with a member

Where an officer has a concern regarding the conduct of a member he or she should raise it with their Head of Service who can discuss with the member.

If necessary the Head of
Service can escalate the issue
to Director level, or if
necessary, to the Monitoring
Officer or Chief Executive,
who will raise it with the
appropriate member and, if
necessary, the Group Leader.

Members are bound by the Members Code of Conduct and can be held to account by the Standards Committee and Party Discipline procedures.

The Chief Executive should be notified if the Party Group Leader becomes involved, and likewise the Party Group Leader be notified if the Chief Executive becomes involved.

Feedback should be given to both the member and the officer on the outcome, within five working days.

When a member requires legitimate information which should be provided by the ruling Group or officers

Member asks for information of relevant Group Leader, Cabinet Member or officer

Group Leader, Cabinet member of officer acknowledges the request within 5 working days and either provides the information at that time or gives the timescale when the information will be provided

Group Leader, Cabinet member of officer acknowledges the request within 5 working days and gives the reason why the information cannot be provided to the member.

Member criticises member and the criticism is either personal, not factual or is of an abusive nature

If criticism is in a meeting, the Chair challenges the critical member and uses his/her powers to request an apology or exclude from the meeting

If the criticism is not in a meeting i.e. is via media, social media or in an email cc'd to other people, the matter should be dealt with by the Leader or Leaders of Political Groups and / or by the Chief Executive / Monitoring Officer

The member will be asked to make a public apology and to retract his/her statement (via the same mechanism the criticism was made)

The member is required to seek training regarding the content of the member-officer protocol

The member is referred to Standards Committee and his/her party disciplinary process as deemed appropriate

