



## GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY

### MEMBER COMPLAINT FORM

**This form should only be used for complaints which involve a breach of the Code of Conduct for Members**

You can access the Authority's Code of Conduct for Members by visiting the website at [www.gmita.gov.uk](http://www.gmita.gov.uk).

Please send the completed form together with any documents to:

The Monitoring Officer  
Greater Manchester Integrated Transport Authority  
PO Box 532  
Town Hall  
Manchester  
M60 2LA

#### Your details

1. Please provide us with your name and contact details

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we will tell the following people that you have made this complaint:

- the Member(s) you are complaining about
- the Monitoring Officer of the Authority

We will tell them your name and give them a summary of your complaint.

We will give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 6 of this form.

2. Please tell us which complainant type best describes you:

- Member of the public
- An Elected Member of an Authority
- An independent member of the Standards Committee
- Member of Parliament
- Local Authority Monitoring Officer
- Other Council officer or Authority employee
- Other ( )

3. Please provide us with the name of the Member(s) you believe have breached the Code of Conduct and the name of their local authority:

Title	First name	Last name	Council or Authority name

4. Please explain in this section (or on separate sheets) what the Member has done that you believe breaches the Code of Conduct. If you are complaining about more than one Member you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the assessment sub-committee when it decides whether to take any action on your complaint. For example:

- You should be specific, wherever possible; about exactly what you are alleging the member said or did. For instance, instead of writing that the Member 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.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form and provide any supporting documents you would like us to take into account.

**Only complete this next section if you are requesting that your identity is kept confidential**

5. In the interests of fairness and natural justice, we believe Members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless there are exceptional circumstances, for example, you can demonstrate that you will suffer significant harm or distress.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The assessment sub-committee will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to do so.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint.

### Additional help

6. Complaints must be submitted in writing. This includes fax and electronic submissions. However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

We can also help if English is not your first language.

If you need any support in completing this form, please let us know; please telephone 0161-234 4619.

7. Equality monitoring questions

a) Your area. Please put the first part of your postcode only (eg M9, M21)

*Help: If you do not have a permanent address, put NFA*

b) Gender:  Male  Female

c) How old are you?

d) Are you disabled?  Yes  No

e) Please pick the relevant description of the ethnic background you come from:

*Help: NOT your nationality or where you were born*

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Bangladeshi               | <input type="checkbox"/> Black British         | <input type="checkbox"/> Caribbean               |
| <input type="checkbox"/> Chinese                   | <input type="checkbox"/> East African Asian    | <input type="checkbox"/> Indian                  |
| <input type="checkbox"/> Irish                     | <input type="checkbox"/> Middle Eastern        | <input type="checkbox"/> Pakistani               |
| <input type="checkbox"/> Somali                    | <input type="checkbox"/> Vietnamese            | <input type="checkbox"/> White British           |
| <input type="checkbox"/> White & Asian             | <input type="checkbox"/> White & Black African | <input type="checkbox"/> White & Black Caribbean |
| <input type="checkbox"/> Other not listed          |  |  |
| <input type="checkbox"/> If other, please say what | <input type="text"/>                           |  |