

Appendix 2

Summary of changes between current and draft documentation for code of conduct complaints handling arrangements

Old version (section no.)	New version (section no.)	Comment
1	1	Sections combined. Minor rewording.
2		
3	2	Updated / reformatting / some change to content for clarification
	3	New content to provide context and general explanation of the complaint process
4	4	Updated / some change to content for clarification and includes proposed assessment criteria
5	5	Minor rewording
6	6	No change to content / reformatting only
7	7	Minor rewording / reformatting only Some content on Local Hearings moved to Appendix 3
8	8	Sections combined. Minor rewording.
9		
	9	New section on indicative timescales
10	10	Minor rewording
	11	New section on document retention
11		Summary of content moved to Appendix 2
12		Summary of content moved to Appendix 2
13	12	No change
	Appendix 1	flow chart detailing the complaint process
	Appendix 2	glossary of terms used during the complaint process
	Appendix 3	Procedure to be followed at the Standards Committee Local Hearing. This will give both the complainant and the subject councillor a much clearer idea of what to expect. It will also form part of the Local Hearing agenda to ensure that those hearings are conducted to a consistent standard.
	Appendix 4	Complaint Form

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