

## Review of Standards Committee Procedures – Complainants Questionnaire

### Making your complaint

1. How easily could you find information about how to submit your complaint?

Very easily	Quite easily	Average	With some difficulty	With a lot of difficulty
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How useful was the information on the Council's website and / or in the complaints guidance leaflet?

Very useful	Quite useful	Average	Not very useful	Not useful at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Did you find the complaints form clear and easy to complete?

Very clear	Quite clear	Average	Not very clear	Not clear at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Are there any changes we could make to the complaints guidance or form that would improve them?

5. Did you find the correspondence you received about your complaint to be clear and understandable?

Very clear	Quite clear	Average	Not very clear	Not clear at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### After the Assessment Sub-Committee meeting

6. Did you find the decision notice to be clear and easy to understand?

Very clear	Quite clear	Average	Not very clear	Not clear at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What improvements do you think we could make to our decision notices?

8. What do you think to the level of detail in the decision notices? Would you have preferred more or less information?

Much more information	Slightly more information	About right	Slightly less information	Much less information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What are your thoughts on whether a summary of the complaint and the decision of the Assessment Sub-Committee should be published on the Council's website?

The summary should be published	The summary should not be published	Not bothered
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Review requests**

10. Would you have preferred a form to complete in order to submit your review request?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**General comments**

11. Please provide us with any other comments you may have about the procedures the Standards Committee uses to consider complaints of misconduct against Members.