

Appendix A – Standards Committee Report – 2024/25 Complaints

TABLE 1 – SUMMARY OF COMPLAINTS

No.	Complainant	Group/Parish	Outcome	Complaint Category
COMPLAINTS AGAINST BOROUGH COUNCILLORS				
1.	Councillor	Independent Group	Removal from position on Planning Committee	Failure to comply with policies
2.	Member of the public	Independent	Recommend apology and civility	Disrespect – Councillor towards member of the public
3.	Member of the public	Conservative	Written apology data protection training	Data protection issue
4.	Member of the public	Conservative	No further action	Lack of objectivity Disrespect – Councillor towards member of the public
5.	Member of the public	Conservative	No further action	Lack of objectivity
6.	Member of the public	Independent	No further action	Lack of objectivity
7.	Member of the public	Progressive	No further action	Lack of objectivity
COMPLAINTS AGAINST PARISH COUNCILLORS				
8.	Councillor	West Walton	No further action	Disrespect in Council meeting
9.	Member of the public	Burnham Market	No further action	Impartiality/Integrity
10.	Member of the public	Clenchwarton	Complaint not progressed – not within jurisdiction	Neighbour dispute
11.	Member of the public	Northwold	No further action	Bullying/harassment – councillor towards member of the public

Appendix A – Standards Committee Report – 2024/25 Complaints

12.	Member of the public	Upwell & Delph	No further action	Lack of objectivity
13.	Member of the public	Heacham	No further action	Parish business
14.	Member of the public	Hockwold-cum-Wilton	Informal resolution - recommend conciliation	Parish business
15.	Member of the public	Heacham	Informal resolution - recommend conciliation	Parish business
16.	Councillor	Downham Market	No further action	Disrespect – Councillor to councillor
17.	Member of the public	Hockwold-cum-Wilton	Discontinued – not within jurisdiction	Lack of respect
18.	Member of the public	Hunstanton	No further action	Disrespect/bullying – Councillor towards member of the public
19.	Member of the public	Heacham	No further action	Lack of integrity Bullying – Councillor towards member of the public
20.	Councillor	Heacham	Informal resolution - recommend conciliation	Lack of integrity
21.	Member of the public	Burnham Overy	No further action	Failure to carry out duties

Appendix A – Standards Committee Report – 2024/25 Complaints

TABLE 2 – COMPLAINTS GROUPED BY SUBJECT GROUP/PARISH

Borough Council

Conservative Group	Independent Group	Progressive
3	3	1

Parishes

Parish	Number of Complaints
Burnham Market	1
Burnham Overy	1
Clenchwarton	1
Downham Market	1
Heacham	4
Hockwold-cum-Wilton	2
Hunstanton	1
Northwold	1
Upwell and Delph	1
West Walton	1

TABLE 3 – COMPLAINTS GROUPED BY COMPLAINANT

Councillor	Member of the Public	Officer
3	18	0

Appendix A – Standards Committee Report – 2024/25 Complaints

TABLE 4 – COMPLAINTS GROUPED BY OUTCOME

Outcome	Number of Complaints
No Further Action	13
Standards Committee – recommend removal from position	1
Informal resolution – recommend civility	1
Informal resolution – advice provided	0
Informal resolution – apology recommended/given	2
Informal resolution – warning to comply (Declaration of Interest)	0
Informal resolution – recommend conciliation	3
Informal resolution – recommend training	1
Complaint Withdrawn	0
Discontinued – subject member resigned	0
Discontinued – no jurisdiction	2