



Complaints Policy – Councillors

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Issue Number	Date	Detailed amendments
1	September 2026	New policy

1. Employment-Related Complaints

- 1.1 Complaints concerning Council employees should be directed through the Council's employment grievance procedures and are not covered by this Code of Practice.

2. Complaints About Councillors Breaching the Code of Conduct

- 2.1 If you believe an elected Member has breached the Code of Conduct, please submit your complaint in writing to:

c/o Monitoring Officer
Mid Sussex District Council
Oaklands, Haywards Heath
RH16 1SS

- 2.2 This procedure aligns with the Localism Act 2011, which requires local authorities to have arrangements for investigating allegations that a councillor has failed to comply with the authority's Code of Conduct.

3. Informal Resolution

- 3.1 Where possible, the Council encourages resolving complaints informally to the satisfaction of the complainant before formal procedures are initiated.

4. Formal Involvement of Councillors

- 4.1 If informal resolution is not feasible, the matter will be referred to the Monitoring Officer.

5. Contact Information

- 5.1 For further assistance, please contact the Town Clerk:

Sam Heynes
Town Clerk
East Grinstead Town Council
Email: townclerk@eastgrinstead.gov.uk
Phone: 01342 335059

Adopted: 8th October 2026

Reviewed: