



Borough of Telford and Wrekin

Governance Committee

Friday 17 April 2026

Councillor Code of Conduct Complaints Update

Cabinet Member:	Cllr Zona Hannington - Cabinet Member: Finance, Governance & Customer Services	
Lead Director:	Anthea Lowe - Director: Policy & Governance	
Service Area:	Policy & Governance	
Report Author:	Lorna Gordon, Member Support Officer, Richard Phillips Head of Registrars, Public Protection, Legal & Democracy	
Officer Contact Details:	Tel:	Email:
	01952 384978	lorna.gordon@telford.gov.uk,
	01952 383241	richard.phillips@telford.gov.uk
Wards Affected:	All Wards	
Key Decision:	Not Key Decision	
Forward Plan:	Not Applicable	
Report considered by:	Governance Committee - 17 April 2026	

1.0 Recommendations for decision/noting:

The Committee is asked to:-

- 1.1 Note the update on complaints received under the Councillor Code of Conduct during the 2025/26 municipal year.

2.0 Purpose of Report

- 2.1 The report provides an update on the activity of the Council's Monitoring Officer (and her Deputy Monitoring Officers) in relation to complaints received under the Councillor Code of Conduct arrangements during the 2025/26 Municipal Year.

3.0 Background

- 3.1 Full Council adopted the LGA Model Code of Conduct in July 2021. Since that time, it has been used by the Monitoring Officer when complaints are made about the conduct of elected members across the Borough. The Monitoring Officer is responsible for ensuring the Code of Conduct is upheld and for dealing with complaints made pursuant to the Code of Conduct about Borough Councillors and Town and Parish Councillors from across the Borough.
- 3.2 Complaints are dealt with, in accordance with the arrangements for Standards Complaints and Investigation Process which were adopted by the Council in September 2022.

4.0 Summary of main proposals

- 4.1 Governance Committee has oversight of the Council's ethical governance framework and arrangements for dealing with complaints received under the Code of Conduct in relation to elected Members.
- 4.2 The table at Appendix A provides anonymised details in relation to the complaints received during the Municipal Year, including a brief synopsis of the nature of the complaint and the outcome.

5.0 Alternative Options

- 5.1 There are no alternative options in relation to this report. Whilst it is not a legal requirement to report the numbers of complaints made to the Monitoring Officer, it is considered best practice to do so.

6.0 Key Risks

- 6.1 There are no risks associated with this report.

7.0 Council Priorities

- 7.1 This provision of this information promotes the following Council priority:

A community focused, innovative council providing efficient, effective and quality services.

8.0 Financial Implications

- 8.1 There are no financial implication arising from this report. The activity of the Monitoring Officer in relation to the Code of Conduct is met from existing budgets.

9.0 Legal and HR Implications

- 9.1 The Local Government Act 2000 (as amended) and the Localism Act 2011 set out the Council's legal obligations in respect of conduct by elected Members. This includes the requirement to have a Code of Conduct, for the Monitoring Officer to have oversight of compliance with the Code of Conduct, to appoint at least one

Councillor Code of Conduct Complaints Update

Independent Person to consult with regarding complaints and the applicable sanctions should a breach of the Code of Conduct be found to have taken place.

10.0 Ward Implications

10.1 There are no direct direct ward implication arising from this report.

11.0 Health, Social and Economic Implications

11.1 There are no direct health, social and economic implications arising from this report.

12.0 Equality and Diversity Implications

12.1 There are no direct equality and diversity implications arising from this report.

12.2 You should consider how the report supports the Armed Forces community in line with the Armed Forces Covenant.

12.3 You should also consider how, as a Council, we are providing opportunities and tailored support for Care Leavers to ensure equality of access and outcomes.

13.0 Climate Change, Biodiversity and Environmental Implications

13.1 There are no direct climate change and environmental implications arising from this report.

14.0 Background Papers

1 [Councillor Code of Conduct](#)

15.0 Appendices

A Summary of complaints for the Municipal Year 25/26

16.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Legal	08/04/2026	08/04/2026	DTW