

In force from 27 September 2023.



PRE-COMPLAINT PROTOCOL FOR ELECTED MEMBERS OF THE CITY OF LONDON CORPORATION

1. The Chief Commoner is a Common Councillor who has made a distinguished contribution to the Corporation over a number of years. A new Chief Commoner is elected by the Court of Common Council each year.
2. The Chair of the General Purposes Committee of Aldermen and the Chair of the Nominations Committee of Aldermen (“the Aldermanic Chairs”) are elected by the Aldermen from amongst their number who have served as Lord Mayor.
3. The role of the Chief Commoner has traditionally included a concern for the welfare and conduct of Common Councillors and the Aldermanic Chairs perform a similar function in relation to Aldermen.
4. Where an elected member wishes to make a complaint against another elected member relating to the member code of conduct, there is a strong expectation that they should first seek a resolution to their concern in accordance with this pre-complaint protocol.
5. A concern may be raised by a member (“the concerned party”) about another member (“the subject member”) either orally or in writing in the first instance.
6. If the concern relates to the conduct of an Alderman, assistance should be sought from the Aldermanic Chairs, who will allocate the matter between themselves.
7. If the concern relates to the conduct of a Common Councillor, assistance should be sought from the Chief Commoner who may, where appropriate, nominate a former Chief Commoner who is still serving on the Court of Common Council to deal with the matter.
8. The matter will be allocated to a particular intermediary with a view to achieving the best possible outcome in any given case, bearing in mind any potential conflicts of interest or personality clashes, as well as availability. The views of the parties may be sought as part of this process.
9. The intermediary will normally speak with the concerned party first, then the subject member. If the matter is still unresolved at this stage, the intermediary may speak with the parties together.

10. There is an expectation that these discussions will normally take place in person, but where necessary or convenient they may take place remotely or through correspondence.
11. An officer may be present at meetings, where appropriate, and with the consent of the relevant party or parties, to take notes.
12. The Chief Commoner, former Chief Commoners and Aldermanic Chairs will attempt to resolve any concerns raised in accordance with this protocol as promptly as possible and will aim to avoid a delay of more than 10 working days at any particular stage in the process.
13. Where a concern cannot be resolved through this protocol, the Chief Commoner and the Aldermanic Chairs will provide written confirmation to the Monitoring Officer on request, to enable any formal complaint relating to the member code of conduct to be progressed.
14. This protocol may be varied where appropriate in individual cases in order to dispose of the matter in a fair and efficient manner.
15. This protocol may be updated from time to time by agreement between the current Chief Commoner and Aldermanic Chairs.