Further to your Information request FOI63947, please find your questions and our responses below:

I would like to know where I can find details on the procedures that a Councillor has to adhere to, for example on

Response times on information requests? Phone call, letter, email, web form
Refusal to talk to residents
Refusal to meet with residents
Not providing the support expected

(For each level of Councillor) Parish, Borough, Lead member, Leader of Council
I would also like to understand the full complaints process internally to the RBWM through the reporting structure up to the very highest level and should there be a need to appeal against a decision at any stage what is the procedure for an independent review (standards body??) should each one of these people/processes be breached

Response: In response to the request, there is no specific procedure for a Councillor to adhere to on response times, other than the Council’s corporate policy in this regard. Upon being elected a Councillor, they must sign a declaration of acceptance of office which also gives an undertaking that they must abide by the Code of Conduct.

A copy of this Code of Conduct is on the web site at

http://www.rbwm.gov.uk/web/members_conduct.htm

The Localism Act however has brought a change to the standards regime and with effect from July 2012, all local authorities need to replace the existing code. Work is currently underway on this, but until this time, the current Code remains in place.

This concludes your request FOI63947.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

    Information Management Team Manager
    Royal Borough of Windsor & Maidenhead
    Town Hall, St Ives Road
    Maidenhead
    SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by
statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_request_statistics.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Information Management Team
Operations Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF