

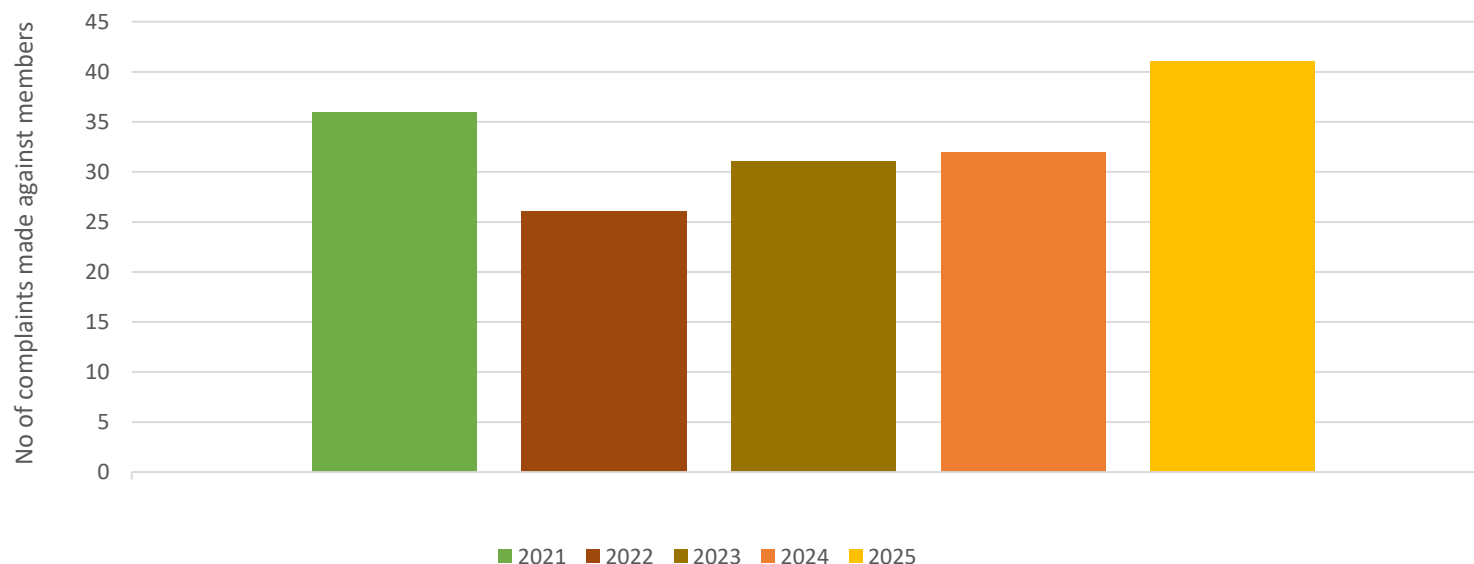
Appendix 2

Overview of member complaints received in between 1st Jan & 31st Dec 2025

Section one – volume & status of complaints

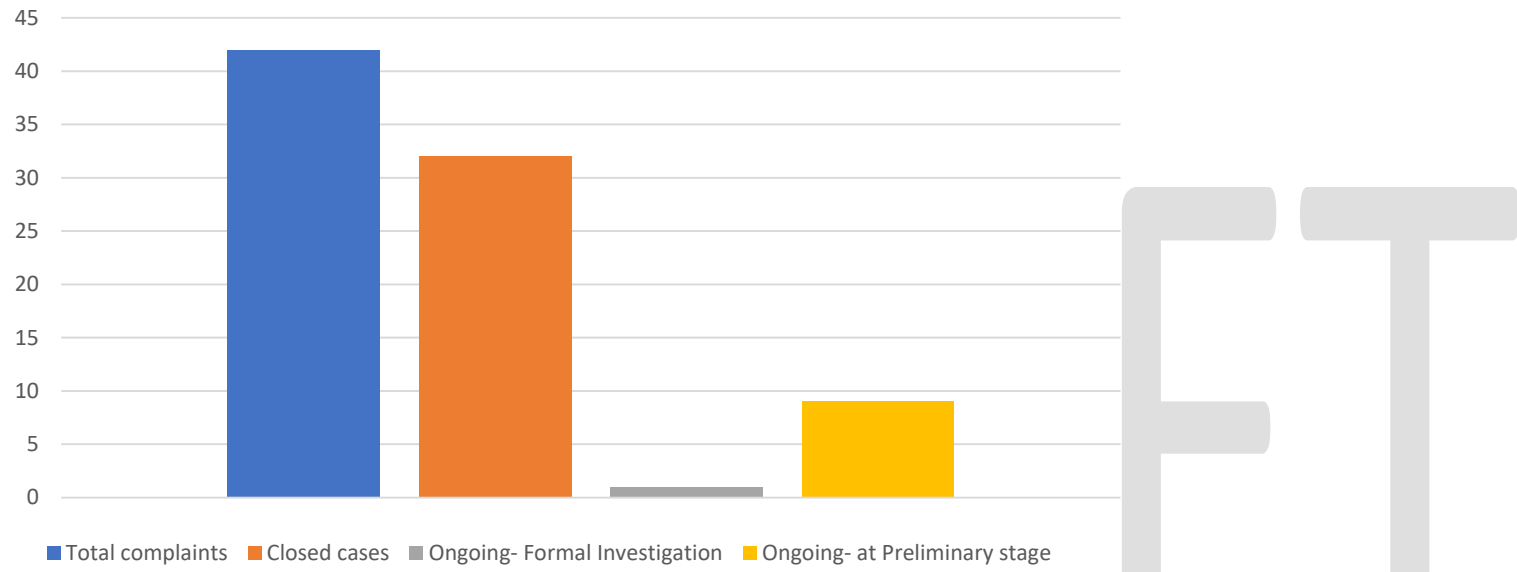
Table 1.1 – Volume & status of complaints

Complaints against members made in 2021	Complaints against members made in 2022	Complaints against members made in 2023	Complaints against members made in 2024	Complaints against members made in 2025
36	26	31	32	42



Note: Members are asked to bear in mind that the data in table 1 above reflects the number of individual complaints made, some of which were against more than one member, whether from the same or different political Groups.

Table 1.2 – Status of complaints received in during 2025 as at end of that year



Note: 32 out of a total of 42 complaints received in during 2025 were determined by end of that year. 10 remained undetermined at the end of the year, one of which remains the subject of a formal investigation.

Section two – Data re subject members (ie the members who were the subject of complaints) and also complainants

Table 2.1 – subject members

	Number of individual councillors who were the subject of complaints
2022	11
2023	27
2024	12
2025	23

Table 2.2 - complainants¹

	Complaints made by members about other members	Complaints made by residents or other stakeholders*
2022	3	23
2023	6	25
2024	3	29
2025	6	36

¹ NB complaints made about members by officers are normally dealt with under the Council's Officer/ Member Protocol.

Section 3 - Complaint topics/ content

Table 3.1 – Complaint topics

Code	Description of type of conduct complained about	2021	2022	2023	2024	2025
A	Complaints (including but not only by constituents) about members' discharge of their ward responsibilities, or other activities in their wards	14	6	18	9	11
B	Complaints about comments or conduct either at council meetings, or at meetings at which members are representing BHCC	3	8	10	11	15
C	Complaints about conduct relating to council business or other members made outside council meetings, including on social media	16	9	0	6	8
D	Complaints about a member's conduct or position on an issue which is not council business or a ward matter, including conduct or a statement reported in the press or made on social media	3	3	3	6	8