

The Essex County Council and Essex Fire Authority Joint Standards Committee
Anonymous Complaints policy

Law and guidance

There is nothing in the legislation, which requires a complaint to be signed by the complainant. It is noted that in the past Standards for England has entertained some anonymous complaints, and this has given rise to considerable unease. In such cases, it is, of course, not possible to meet the requirements to notify the complainant of the decision in respect of the complaint.

Standards for England's guidance states that an anonymous complaint should only be referred for investigation, or some other action, if it includes documentary or other photographic evidence indicating an exceptionally serious or significant matter.

Policy

Anonymous complaints will not be entertained except where a complaint made anonymously includes documentary and/or photographic evidence which shows a very serious or significant matter, but the Monitoring Officer be authorised to keep the identity of a complainant confidential where the Monitoring Officer is of the opinion that it is in the public interest to do so.