

Agenda Item No. 5  
Supplementary Information

**From:** [REDACTED]  
**Sent:** 25 April 2022 09:31  
**To:** Democratic <Democratic@valeofglamorgan.gov.uk>  
**Cc:** [REDACTED]  
**Subject:** FAO M. Swindell Cabinet Meeting 25 April 2022 - Agenda item 5

Mr Swindell

Please ensure the below is placed before Cabinet later today. I would have submitted my comments sooner but over the past few days emails I have sent to Contact One Vale and officers of the Council have not been delivered. The problem is at the Council's end – not mine.

Please confirm you have received this email.

Thank you

To: Elected Members of Cabinet

From: [REDACTED] – A VOG Citizen

**Agenda Item 5 – Unacceptable Actions by Citizens**

1. Emails I have sent to the Council over the past few days have not been delivered. I trust the issue has been resolved by the Council's IT section
2. The original policy 'Unreasonable Complainants' that came into force in November 2009 to the best of my knowledge and belief was never placed online so many citizens were not aware of it – and only became aware IF they were one of the less than 5 when the policy was invoked against them. I trust the new policy will be online and easily found using the search facility and appropriate 'key words'.
1. Missing from the new policy 'Unacceptable Actions by Citizens' is a section explaining the remedies available to 'citizens' who experience 'Unacceptable actions by officers and members' because unfortunately this does happen. In serious cases where misconduct in public office by the Council's most senior officers may be an issue from my own experience the Investigating Committee has been vetoed from convening a meeting on 2 occasions to consider the allegations in accordance with the Local Authority ( Standing Orders) (Wales) Regulations 2006. It is my position that absent a section on the reverse scenario then the policy in its current form is unfair, unbalanced and biased and could be used to 'gag' citizens with genuine grievances - especially those grievances backed up with evidence.