

MEMBER CONDUCT COMPLAINT FORM

Please refer to our "Information for Complainants" document for more information before completing this form. This is available on our website or from the Council's Monitoring Officer.

Your details

1. Please tell us your name and contact details:

Title:	Chair Queen Street NRC
First name:	
Last name:	
Address:	
Daytime telephone:	
Evening telephone:	
Mobile telephone:	
Email address:	

We will usually tell the following people that you have made this complaint:

- the Member(s) you are complaining about;
- the Council's Monitoring Officer; and
- the parish or town clerk (if your complaint is about a parish or town council Member).

We will tell them your name and give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate. Your address and/or contact details will not usually be released unless this is necessary to deal with your complaint. If you have serious concerns about your name or details of your complaint being released, please complete Section 5 of this form. **Anonymous complaints will not be considered.**

2. Please tell us which Complainant type best describes you:

- Member of the public
- Elected or co-opted Member of an authority
- Independent Member of the Standards Committee
- Member of Parliament
- Local authority Monitoring Officer
- Other council officer or authority employee
- Other (please state: *Registered Charity*)

Your complaint

3. Please provide us with the name of the Member(s) you believe have breached their Code of Conduct and the name of their authority (please use a separate sheet for additional Members):

Title	First name	Last name	Council or authority name
Cllr	Syed	Hussain	East Staffs BC

4. Please explain in this section (or on separate sheets) what the Member has done that you believe breaches their Code of Conduct. If you are complaining about more than one member you should clearly explain what each individual person has done that you believe breaches their Code of Conduct.

It is important that you provide all the information you wish the Council to take into account when it decides whether to take any action on your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the Member said or did. For instance, instead of writing that the Member insulted you, you should state what they said to you.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
- You should confirm whether there were any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information.

Please give details of your complaint. Please also refer to any documents which you are submitting in support of your complaint. Continue on a separate sheet if there is not enough space on this form.

See enclosed letter and documents.

Queen Street
Burton upon Trent
DE14 3LW



Tel: 01283 743744
Fax: 01283 562385
queenstreet01@btconnect.com
www.queenstreetcc.org.uk

Angela Wakefield
The Monitoring Officer
East Staffordshire Borough Council
The Town Hall
King Edward Place
Burton upon Trent
DE14 2EB

28th September 2018

Dear Ms Wakefield

I am writing to you to complain about the behaviour of Cllr Syed Hussain, who is an ESBC nominee to our Board. As the Council is aware QSNRC is a registered Charity and a Company Ltd by Guarantee under UK law. I set out below the nature of the issues and ask that the Council treat this letter as a formal complaint and refer it to its Standards Board.

- Cllr Hussain is not acting in the best reputational or financial interests of the Charity, or of the Borough Council as a Council nominee, he is acting in his own personal political interests. He has attended only 4 of 16 possible meetings of the Charity Board over the last two years. He has not familiarised himself with the Charity objectives or operation.
- We are in receipt of a written complaint about him, relating to events in May 2018, from a third party, [redacted]. This is a training agency which was hoping to enter into an arrangement with the Charity to deliver ESF programmes to Anglesey and the wider urban Burton area. We are unable to resolve this complaint because Cllr Hussain will not engage with the complaints procedure.
- We are in receipt of verbal concerns and a written complaint (July 2018) from a member of staff, [redacted] regarding the way Cllr Hussain treats him. We are unable to address these problems through an informal route because Cllr Hussain will not engage in the internal procedures.
- Cllr Hussain has breached of the Charity's Trustee Code of Conduct on numerous occasions. He initially declined to show his acceptance of the code. He has now signed the code but has declined six requests to attend informal meetings to discuss his breaches of the code.
- In July Cllr Hussain submitted 3 applications to become trustees from persons who were not members and were unknown to the other trustees. The Charity processed these applications under its rules.
- In September Cllr Hussain arranged the submission of 16 membership applications. Again from persons with no connection to the Charity who were unknown to the other trustees. The Charity is processing these application under its rules.



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Development Fund



Queen Street Neighbourhood Resource Centre is a company limited by guarantee No. 5012490 registered in England and Wales
It operates under the name of Queen Street Community Centre - Registered Charity No. 1104088
Registered Office: Queen Street Community Centre, Queen Street, Burton upon Trent, DE 14 3LW

At the 17th September 2018 QSNRC Board Meeting Cllr Hussain agreed to an informal meeting with the Chair of the Staff Committee and agreed to notify him of his availability. He failed to do so. The Chair of the Committee emailed and asked for a meeting on Friday 28th September. Cllr Hussain replied that he was unavailable and in return offered dates on 23rd, 24 or 26th October.

The Charity has been attempting to resolve the issues through its internal procedures since 19th July 2018. Cllr Hussain will not engage with our processes appropriately.

Because of the nature of the issues raised by our manager in his statement dated 19th July 2018, we ask that Cllr Hussain be removed as one of your trustee nominees immediately, and certainly before our AGM which is scheduled to take place on 15th October 2018.

The Board is available to supply whatever additional information you may require.

Yours sincerely

H Trustees QSNRC

Documents attached:

1. QSNRC Trustee Code of Conduct
2. Notes from a staff meeting with our manager, with an itemised list of Code of Conduct breaches by Cllr Hussain which the Charity wishes to address.
3. Letter of complaint from _____ to QSNRC, received by email and by post.
4. Statement made by the Manager of QSNRC to the Chair of Staffing on 19th July 2018
5. Letter to Cllr Hussain dated 2 August 2018, delivered by hand.
6. Letter which Cllr Hussain asked the Manager of QSNRC to type for him on 6th August 2018
7. Letter to Cllr Hussain dated 29 August 2018, delivered by hand.

Contact details:

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(1)

Code of Conduct for the Board of Directors of Queen Street Community Centre

I will respect and uphold the charitable values of Queen Street Community Centre.

1. GENERAL

- 1.1. I will act within the governing document of Queen Street Community Centre and the law, and abide by the policies and procedures of the organisation. This includes having a knowledge of the contents of the governing document and relevant policies and procedures.
- 1.2. I will support the objects and mission of Queen Street Community Centre, championing it, using any skills or knowledge I have to further that mission and seeking expert advice where appropriate.
- 1.3. I will be an active trustee, making my skills, experience and knowledge available to Queen Street Community Centre and seeking to do what additional work I can outside trustee meetings, including sitting on sub-committees.
- 1.4. I will respect organisational, board and individual confidentiality, while never using confidentiality as an excuse not to disclose matters that should be transparent and open.
- 1.5. I will develop and maintain a sound and up-to-date knowledge of Queen Street Community Centre and its environment. This will include an understanding of how Queen Street Community Centre operates, the social, political and economic environment in which it operates and the nature and extent of its work.
- 1.6. I will use Queen Street Community Centre's resources responsibly, and when claiming expenses will do so in line with Queen Street Community Centre procedures.
- 1.7. I will seek to be accountable for my actions as a trustee of Queen Street Community Centre, and will submit myself to whatever scrutiny is appropriate.
- 1.8. I accept my responsibility to ensure that Queen Street Community Centre is well run and will raise issues and questions in an appropriate and sensitive way to ensure that this is the case.

2. MANAGING INTERESTS

- 2.1. I will not gain materially or financially from my involvement with Queen Street Community Centre unless specifically authorised to do so.
- 2.2. I will act in the best interests of Queen Street Community Centre as a whole, and not as a representative of any group – considering what is best for Queen Street Community Centre and its present and future beneficiaries and avoiding bringing Queen Street Community Centre into disrepute.
- 2.3. Unless authorised, I will not put myself in a position where my personal interests conflict with my duty to act in the interests of the organisation. Where there is a conflict of interest I will ensure that this is managed effectively in line with Queen Street Community Centre policy. I understand that a failure to declare a conflict of interest may be considered to be a breach of this code.

3. MEETINGS

- 3.1. I will attend all appropriate meetings and other appointments at Queen Street Community Centre or give apologies. If I cannot regularly attend meetings I will consider whether there are other ways I can engage with Queen Street Community Centre.
- 3.2. I will prepare fully for all meetings and work for the organisation. This will include reading papers, querying anything I do not understand, thinking through issues before meetings and completing any tasks assigned to me in the agreed time.
- 3.3. I will actively engage in discussion, debate and voting in meetings; contributing in a considered and constructive way, listening carefully, challenging sensitively and avoiding conflict.
- 3.4. I will participate in collective decision making, accept a majority decision of the board and will not act individually unless specifically authorised to do so.

Revised and adopted by the Board 21th March 2017. (Review every two years.)

4. DIRECTOR'S USE OF FACILITIES

- 4.1 As a Director I may decide that I wish to use the facilities or rooms at Queen Street Community Centre in the same way as other members of the community.
- 4.2 I will make any booking in the normal way through the office. I will not use my position as a Director to unduly influence staff or to speak with other Centre users to create availability.
- 4.3 As a concession, the Director may use facilities under the same terms as staff. Where the Director acts as key holder (Opening the building, setting up for the hiring, or cleaning up and securing the building after use) a discount of ten pounds on the rate per hour will be applied, provided the Charity is not paying a member of staff to be present.
- 4.4 Staff may agree that the discount shall be applied to use of the building during normal opening hours provided set up and cleaning by a staff member is not required.

5. GOVERNANCE

- 5.1. I will actively contribute towards improving the governance of the trustee board, participating in induction and training and sharing ideas for improvement with the board.
- 5.2. I will help to identify good candidates for trusteeship at Queen Street Community Centre and, with my fellow trustees, will appoint new trustees in accordance with agreed selection criteria.

6. RELATIONS WITH OTHERS

- 6.1. I will endeavor to work considerately and respectfully with all those I come into contact with at Queen Street Community Centre. I will respect diversity, different roles and boundaries, and avoid giving offence.
- 6.2. I recognise that the roles of trustees, volunteers and staff of Queen Street Community Centre are different, and I will seek to understand and respect the difference between these roles. Where I also volunteer with the organization I will maintain the separation of my role as a trustee and as a volunteer.
- 6.3. I will seek to support and encourage all those I come into contact with at Queen Street Community Centre. In particular, I recognise my responsibility to support the Chair and the senior staff member.
- 6.4. I will not make public comments about the organisation unless authorised to do so. Any public comments I make about Queen Street Community Centre will be considered and in line with organisational policy, whether I make them as an individual or as a trustee.

7. LEAVING THE BOARD

- 7.1. I understand that substantial breach of any part of this code may result in procedures being put in motion that may result in my being asked to resign from the trustee board.
- 7.2. Should this happen I will be given the opportunity to be heard. In the event that I am asked to resign from the board I will accept the majority decision of the board in this matter and resign at the earliest opportunity.
- 7.3. If I wish to cease being a trustee of Queen Street Community Centre at any time, I will inform the chair in advance in writing, stating my reasons for leaving.

Signed

Name

Date

Meeting 19th July 2018

Concerns expressed by ref behaviour of SH

UK Training College

- SH was at a meeting between UKTC and PCC to discuss room rental. had told that SH had specifically been negative about QSNRC and said UKTC should not use the facilities. That we would not support them and did not understand what they were doing. 1.1, 1.2, 1.4, 2.3, 6.4,
- These comments were corroborated at the meeting between some trustees of QSNRC and representatives of UKTC at QSNRC on 18 June 2018. Indeed explained that PCC did not understand how their business was tunded and did not offer a rental option that met their needs (they only offered an annual deal not week by week). SH had spoken against UKTC at Board meeting on 21 May 2018. 2.2, 2.3
- unsure of the relationship of SH to the PPC management. 2.3

Fun Day – Karting

- Music. Switched off. Trustee has no right to do this. 6.1
- Comments made “will close the Centre down”, “this is a Muslim area” made feel uncomfortable. They were wrong and unjustified. 6.4

SH view of the Board

- stated that SH had said to him that he wished to get “his people” on the Board and become Chair. To say this to an employee is inappropriate. 3.1, 3.4, 6.2, 6.3

SH asking to help him in work time

- What does in his own time is none of QSNRC's business. What he does is. SH should not ask to do political work for him while he is on charity time. 4.2, 6.1
- It is OK if any trustee asks for help and advice from time to time. It is not acceptable to disrupt work for this and apply pressure. 6.1

DA's home and landlord

- was noted that SH has said to him in the past that he knows landlord. This has made feel uncomfortable. 6.1

Clarification of Charity membership/trustee nominations.

No problem with this. Wrong form supplied by QSNRC in error. The last copy of membership form from file had been used without photocopying, not available electronically must be retyped. The form given was for user group membership. Trustee applications not discussed because meeting not quorate. (If SH had attended, as he told the Chair he would it would have been quorate.) One membership application not valid because the applicant does not live in the area of benefit. However, that applicant could be considered as a trustee under the discretion of the Board.

(It was noted that the file copy of the QSNRC Memorandum of Articles has gone missing from the documents file.)

If above matter are true, then it would appear that:

- 1) SH has conflict of interest ref PCC 2.2, 2.3
- 2) SH is not respecting 1.1, 1.2, 1.4, 3.1, 3.4, 4.2, 6.1, 6.2, 6.3, 6.4



3

Information regarding the outcome, minutes of meeting & formal action

1 message

Wed, 8 Aug 2018 at 21:02

1

Dear

Hope you are well.

We are writing to you to enquire about the official outcome of the meeting regarding _____ and UK Training College providing fully funded approved certified qualification to the community.

On 22nd of May 2018 on the day of enrolment we were notified about the decision made by the board of trustees to not allow us to use the Queens Community Centre. Because of your kind intervention, understanding and support, we managed to go ahead with the enrolment but unfortunately, we were not allowed to conduct our classes in Queens Community Centre.

After a long wait and discussion, we were invited for a meeting with the Queens Community Centre board of trustees on the 18th of June 2018 to present our case. Meeting was cancelled due to not having quorum to make a decision, yet still you and your colleagues kindly managed to see us.

We discussed and agreed that the major reason for us not been given the permission to book the rooms for training was due to a misunderstanding created by the use of the incorrect word "repatriation" by one of your colleagues and the negative and biased feedback from the local councillor Syed Hussain. You specifically confirmed the comments made by Syed Hussain that we cannot be trusted.

In the same meeting, we informed you that Syed Hussain while being a member of the board of trustees of Queen Street Community Centre, already had an informal meeting with us in the Uxbridge Street Community Centre few weeks prior. We notified you about the demands made by the concerned councillor regarding bringing our business to Uxbridge Street Community Centre.

We also notified you about the statements made by the councillor trying to convince us to keep the discussion confidential and secret from Queens Street Community Centre. You notified us that you had different but similar information about the concerned councillor and you will be formally raising it.

In addition we were informed that there will be another board meeting on the 16th of July 2018 to review the decision.

We have not yet received any official information of the outcome or any update regarding the councillor defaming us affecting our reputation and integrity. We also believe the concerned councillor did have an impact on the local community as quite a few learners who had enrolled from a particular ethnicity did not turn up for education at a different venue and did not get in touch.

Only recently, just by chance when we came to the Queens Street Community Centre on 6th August 2018, we were informed informally by _____ that the decision had not been overturned despite the recognition of the importance of what we are offering to the community.

We hereby, request you to provide us an update regarding the action taken against the councillor, grounds for allegation from the councillor and minutes from all the meetings i.e.

- 1.) Meeting conducted prior to 22nd of May 2018 to disallow us to use the Community centre
- 2.) Our meeting conducted on 18th of June 2018
- 3.) Meeting conducted on 16th of July 2018 to review the decision.

Please contact us as below:

Email:

Kind Regards,

Dear

We hope you are well.

In regards to the attached email sent to you on 8th of August 2018, can we please have a response in the next 5 working days from the receipt of this letter before we report this matter further.

Kind regards,

Cllr Syed Hussain approached [redacted] in the Main Office and stated without any prior indication that he would be Chair of QSCC in October and that I would have new bosses on the Board. Several members' application forms were then produced with the words, "this will be your boss", "this will be your boss" etc. He said he was going to sweep the Board away including the "yellow-tories" and they would no longer be my bosses. Cllr Hussain then indicated that he wanted to speak with [redacted] privately and asked him to unlock the Ash Room. Despite it being a busy day [redacted] opened the room and spoke with Cllr Hussain for approximately 20 minutes. During this discussion Cllr Hussain tried to garner support for his cause – to become Chair of QSCC. Cllr Hussain asked [redacted] for his opinion and suggested that the methods described were not appropriate or "democratic". [redacted] said he felt the Board worked very well as it was and the only problem was that more Trustees were needed. [redacted] specifically stated that Cllr Hussain should NOT attempt to replace the existing Chair and that he should direct his energies into supporting [redacted] fully as he was the currently elected Chair. Cllr Hussain recognising that [redacted] would not be party to his aspirations quickly offered [redacted] anything he needed to make his own position as "manager" stronger. [redacted] believed that Cllr Hussain panicked at the realization that the details would be relayed to [redacted] direct. Cllr Hussain asked [redacted] not to tell anyone - specifically [redacted] - about the plan to become Chair or the subsequent discussions. Later that day Cllr Hussain returned and while [redacted] was taking a call on his mobile Cllr Hussain enquired (in a highly anxious state) if the call had been to [redacted]. [redacted] felt the manner of Cllr Hussain on the day was abrupt and uncongenial. [redacted] also felt that some people would have been intimidated by Cllr Hussain's manner and tone on the day.

13th July 2018

Cllr Hussain approached [redacted] during a busy youth club evening and in the entrance / carpark area stated that a reporter from the Burton Daily Mail had asked him about "criminal activities" I had been involved with in my position at QSCC. [redacted] asked Cllr Hussain what exactly these allegations were and he would not give further details. His manner was very grave and serious and he also asked if the police had visited me yet at QSCC. [redacted] was very concerned about these allegations and told Cllr Hussain that he had no idea what he was talking about. Cllr Hussain stated that he was linked to [redacted] through QSCC and this criminal activity would or could affect his own reputation as a Cllr. Clearly this concerned [redacted] as a member of staff in a children's centre. Cllr Hussain also stated this in a public place in earshot of others. The concerning point was that Cllr Hussain clearly had been told something by a journalist but refused to tell either [redacted] or the Charity what these rumours / allegations were. [redacted] felt Cllr Hussain should have reported these allegations direct to the Board for urgent investigation given the gravity of the concerns which he did not. This clearly would not be conducive with acting in the interests of the Charity.

**Queen Street
Burton upon Trent
DE14 3LW**



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queenstreet1@btconnect.com
www.queenstreetcc.org.uk**

Syed Hussain
42 Clarence Street
Burton upon Trent
Staffordshire
DE14 3LG

2nd August 2018

Dear Syed,

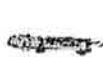
You have repeatedly been asked to complete and return the Director's Code of Conduct. You have not returned a signed copy.

Copies have been emailed to you, printed and posted through your door, and copies handed to you in the QS office. The code of conduct is not optional.

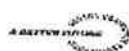
We would like to meet you face to face to talk through the code.

I suggest Monday 6th August after 4.30pm.

Best regards



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Registered Office: Queen Street Community Centre, Queen Street, Burton upon Trent, DE14 3LW

6

Strictly Private & Confidential

**42 Clarence Street
Burton-on-Trent
Staffs
DE14 3LG**

6 August 2018

**Andy O'Brien
Chief Executive
ESBC
Town Hall
King Edward Place
Burton on Trent
DE14 9GJ**

Dear Andy

Re: Directorship – Queen Street Community Centre

I regret to inform you that I wish to resign from my position as Trustee and Director of Queen Street Community Centre for personal reasons. I would like to thank you and the employees of Queen Street Community Centre for their help and support over the past year or so and for giving me the opportunity to serve the community in this way.

With kind regards

Yours sincerely

CLlr Syed Hussain

**Queen Street
Burton upon Trent
DE14 3LW**



**Tel: 01283 743744
Fax: 01283 562385
queenstreet@btconnect.com
www.queenstreetcc.org.uk**

Syed Hussain
42 Clarence Street
Burton upon Trent
Staffordshire
DE14 3LG

29th August 2018

Dear Syed,

As you were unable to attend the previous Meeting on the 2nd August to discuss the Code of Conduct.

We would like to arrange another Meeting with you, before the next Board Meeting please.

Could you let me know any available dates ASAP. Date of Next Board Meeting is 17th September.

Best regards



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