

## RE: Complaint

I would like to make a complaint against Councillor Gary Hewson, regarding the way he spoke to me and about how he spoke about other officers over the phone. This took place on 10 August 2021, between 10:35 and 11:00.

I was taking part in an estate inspection when I was asked to call Cllr. Hewson, as apparently there had been some confusion about the inspection route.

I contacted Cllr. Hewson and he wanted to know when we would be attending St Andrew's Gardens, I explained that this was not only the inspection route.

Before I could try to resolve the issue Cllr. Hewson then 'went off on one' and began a tirade, he said words along the lines of:

- *"I have promised residents that you will be coming to see them today and I was told you would be inspecting this part of the estate. You and the housing officers better get yourselves down here, otherwise the residents are going to think the council doesn't care, this will show the council in a bad light because nobody is resolving their issues.*

*I am making a reasonable request for you and the housing officers to come down then you're not following a reasonable request. When I was at work if you didn't follow reasonable requests then you would face disciplinary action. Officers shouldn't be in their jobs if they don't want to do them.*

*You can't tell me officers can't spare 30 minutes to come and speak to residents, if they can't I want to know what they are doing for the rest of the day. I bet they will go straight home after this and sit at home all day. If they can't come then I want to know exactly what they plan to do with the rest of the day, they had better have their noses glued to their computer screens. I am going to go to Daren Turner, Angela Andrews, and the local press about this. Chris if you don't want to come and involve residents, then you should leave your job."*

He then put the phone down on me.

Cllr Hewson then sent me a message 10 minutes later asking if we were coming to St Andrews Gardens. I phoned him and informed he I was still clarifying the arrangements but before I could finish, he said:

- "You have got five minutes to sort this out otherwise I am going to the local press" Then put the phone down again.

Whilst I appreciate Councillor Hewson was upset with the situation, I believe the way he spoke to me was inappropriate and I should not have to suffer being spoken to in this way, which was borderline abusive.

Being told to leave your job by a senior member who is the chair of the Housing Scrutiny Committee could have made me feel intimidated and would have likely made a more junior member of staff feel threatened if he had spoken to them.

I would be grateful if you could investigate this complaint.

Thank you

Chris Morton

Resident Involvement Manager