

MY ROLE IN ASSISTING YOU

While I am here to represent you, I also have a duty to act in the interests of the Council as a whole and to represent it. I must act in accordance with the Councillors' Code of Conduct at all times and, as such:

I CAN:

- Seek information on your behalf in respect of your case.
- Advise Council officers of your views.
- Help you make your views known to the relevant Council officer.
- Give you advice on the correct procedure to follow and who to contact.
- Raise concerns you have about a Council service / decision.
- Make representations on your behalf. In doing so, however, I may then forfeit my right to be a decision-maker on the matter.

I CAN'T:

- Overturn a Council decision.
- Advocate for / against a cause if I want to take part in the decision-making process.
- Seek legal advice from the Council on your behalf.
- Pass on any legal advice provided to the Council.
- Guarantee all information provided by you will be kept confidential.
- Assist Council officers with issues relating to their employment with the Council.