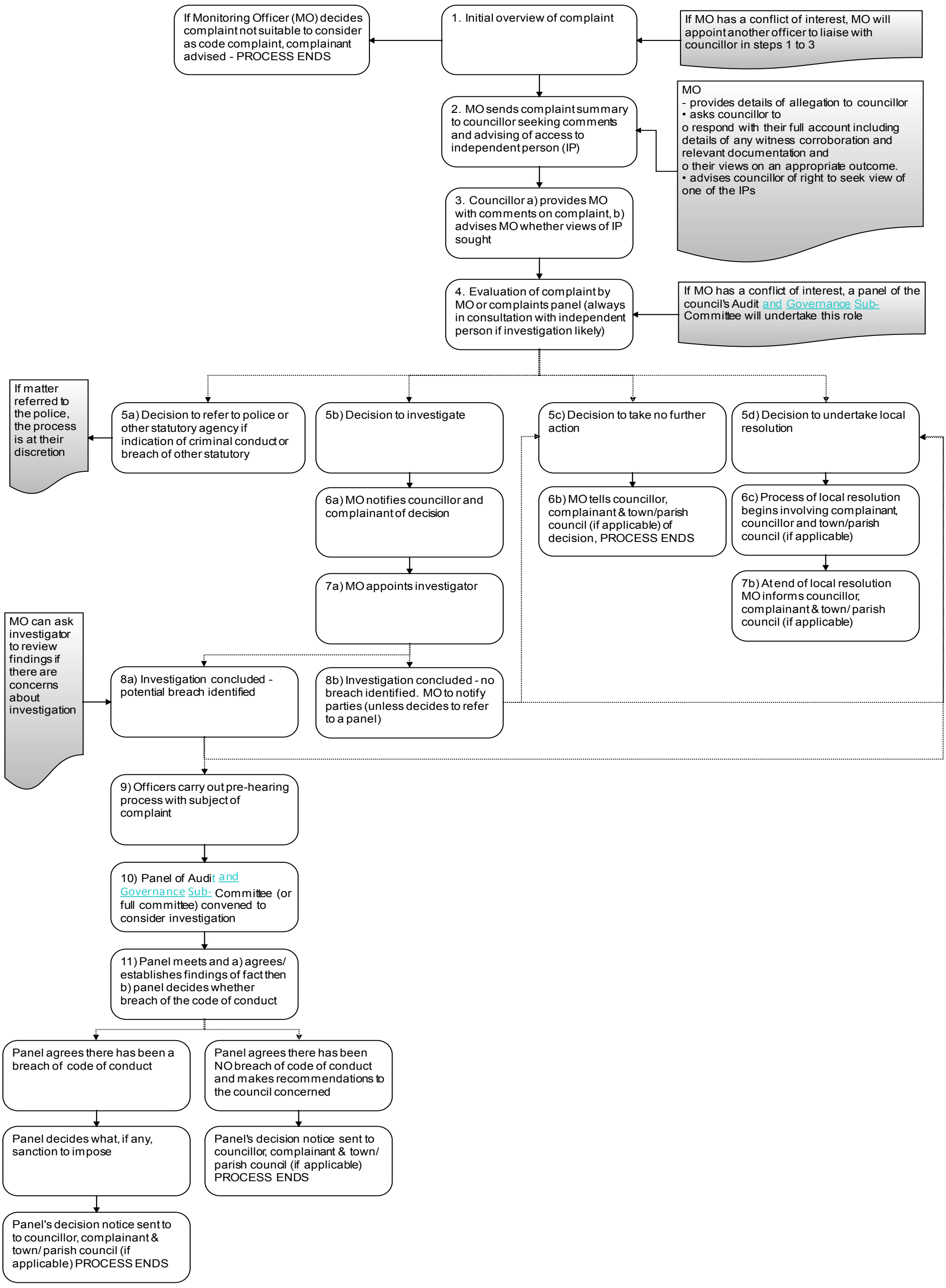The council's process for dealing with code of conduct complaints