

# How to complain about us



The Commission for  
Local Administration in England

## What can you do if you have a complaint about us?

1. If you have a complaint about the way you have been treated by any member of our staff, you can:
  - speak to the person who has been dealing with you;
  - ask to speak to the person's line manager; or
  - ask for your complaint to be referred to the Deputy Ombudsman of the office you have been dealing with.

## What kind of things can you complain to us about?

2. Examples include where you think we have:
  - been rude;
  - not done something we said we would do, such as write to you; or
  - unfairly discriminated against you in some way eg on grounds of race, religion, gender or disability.

## What can you do if you do not want to speak to us?

3. You do not have to speak to anyone if you don't want to – you can write (by letter, fax or Email) to the Deputy Ombudsman at once if you would prefer to do so. Their details are listed at the end of this note.

## Special help

4. Please let us know if you have difficulty using our service, for example, if you have a disability or if English is not your first language. For instance, if you need an interpreter, we can arrange this.

## What happens if we agree with your complaint about us?

5. If we find that we have not treated you properly, we will apologise and consider whether there is anything else we should do.

## How long will it take?

6. We will acknowledge written complaints within two working days. The Deputy Ombudsman will aim to write to you about your complaint within 20 working days of receiving it. If, for some special reason, he or she cannot reply within that time, he or she will let you know and explain why.

## What can you do if you think our decision on your complaint about the council was wrong or unfair (rather than how you were treated by our staff)?

7. There is no formal right of appeal against our decision. But unless we have already issued a report, we will consider:
  - any **new** information you send us; or
  - any further views you may have that our decision on your complaint was wrong or unfair.

You should send us these things within three months of our decision.

If you think the decision was wrong or unfair, please write to the person who dealt with your complaint. A senior member of staff will then consider your complaint and he or she will aim to write to you within 20 working days.

## Questions

8. If you have any questions about this note, please telephone, Email or write to the Deputy Ombudsman at the office which has been dealing with your complaint.

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