



23/6/14
Brian

Complaints process

The council operates a two-stage complaints procedure.

Stage One

Your complaint will be passed to the relevant department, where it will be investigated and responded to. You should receive a full response within 21 calendar days.

Chief Executive's Stage

If you feel you have not received a satisfactory response to your Stage One complaint you can ask for your concerns to be looked at by the Corporate Customer Service Team. The team will consider your complaint and, if necessary, carry out an independent investigation on behalf of the Chief Executive. You can expect to receive their response within 28 working days.

Please note: These investigations are carried out at the discretion of the Principal Complaints Officer who will make a decision based on:

- what you are unhappy about with the Stage One response
- information that you provide that will help us to make a decision
- whether we will be able to achieve the result you want
- whether it would be better to ask the service area to look at your concerns again.

What can I do if I still feel my concerns have not been properly dealt with?

If you remain dissatisfied with how we have dealt with your complaint, you may contact The Local Government Ombudsman, an independent, impartial and free service. The Ombudsman can investigate complaints about how the council has done something.

Please note, they cannot question what a council has done simply because someone does not agree with it.

You can contact them at:

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The Local Government Ombudsman

PO Box 4771 Coventry CV4 0EH Tel: 0300 061 0614 (Mon-Fri, 8.30am-5pm)

Website: www.lgo.org.uk

For further information please follow the link under Useful Websites.

Housing Ombudsman

If your complaint is about a housing matter such as rent, repairs, transfer etc. it will be dealt with by the Housing Ombudsman and not the Local Government Ombudsman. Before complaining to the Housing Ombudsman you must ask a designated person, that is, a local councillor or any MP to refer the complaint on your behalf. You must do this, in writing, giving the designated person permission to refer the complaint to the HO.

You can complain to the Housing Ombudsman directly, eight weeks after you have received the final response from the Chief Executive and not before then.

If you do not want to wait that long you can ask a 'designated person' to refer your complaint to the Housing Ombudsman once the council's complaint procedure has been fully completed. In Islington the Lead Member for Housing is a designated person who can refer your complaint to the Housing Ombudsman if you require it. You must write and give them your permission to refer your complaint. You will get more advice on how to do this when you receive the final response at the Chief Executive stage. *

Housing Ombudsman
81 Aldwych
London WC2B 4HN

Phone 0300 111 3000

<http://www.housing-ombudsman.org.uk/>

Complaints Satisfaction Survey

If you have been through the complaints process and would like to provide us with your views on how we did please download the satisfaction survey at this bottom of the page and send back to us.

Protecting your personal information

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Any personal information you give us is held securely and will be used only for council purposes. Information that was collected for one purpose may be used for another council purpose, unless there are legal restrictions preventing this. Islington may share this information where necessary with other organisations, including (but not limited to) where appropriate to protect public funds and/or prevent fraud in line with the National Fraud Initiative guidelines.

For further information please follow the link under Useful Websites.

Related pages

[Equalities Monitoring](#)
More about : [Councils](#)

Related websites

[Local Government Ombudsman - Complaints](#)
[Partners For Improvement](#)
[Ministry of Justice - Freedom of Information](#)
[Housing Ombudsman](#)