

COMPLAINTS ABOUT OUR SERVICE

PROCEDURE

Introduction

My staff aim to be as helpful as possible and to reply to 95% of correspondence within 5 working days of receipt.

This document explains how I will deal with complaints made about the conduct of the staff who support my role as Parliamentary Commissioner for Standards.

How to make a service complaint

If you are dissatisfied with the way any member of my staff deals with an enquiry (by telephone, email or by letter), you may email or write to me with the details. I will investigate and I will usually reply within 10 working days of receipt. If I cannot do this, my office will let you know. Your complaint will, as far as possible, be treated in confidence. If I identify lessons to be learned from complaints, they will be put into practice. Statistics about the number of complaints received will be published in future annual reports.

You can complain in the following ways:

By email. Please use the heading SERVICE COMPLAINT in the subject box, and email your complaint to: standardscommissioner@parliament.uk

In hard copy. Please write to the Parliamentary Commissioner for Standards, House of Commons, London SW1A 0AA, heading your letter SERVICE COMPLAINT.

If you prefer to complain by telephone, or you cannot email or write a letter, please ask to speak [to another member of staff](#). They will take a note of your complaint and pass the details to me to consider. (If you prefer not to speak to a member of staff you may call and leave the details in a voicemail on 0207 219 8606. If you do this, remember to leave your postal or email address so that I can reply to you.)

Complaints not covered by this procedure

The following complaints are not service complaints. I explain below how you can take these forward:

A complaint about my decision not to start an inquiry. One of my responsibilities is to consider alleged breaches of the rules of conduct by named MPs and allegations of breaches of the Guide to the Rules for All-Party Parliamentary Groups. There is no right to have a decision reviewed and there is no right of appeal. If I decide not to begin an inquiry, I will explain the reasons briefly. I would review a decision if you can show that:

- my decision was based on inaccurate facts which might change the decision;

- you have relevant new evidence not previously submitted or
- a significant part of your complaint was not addressed.

A complaint about my decision at the end of an investigation. My decisions are final and this policy does not, therefore, include complaints about my decisions. There is no right to have a decision reviewed and there is no right of appeal. I would consider beginning a fresh investigation if you can show that:

- my decision was based on inaccurate facts which might change the decision;
- you have relevant new evidence not previously submitted or
- a significant part of your complaint was not addressed.

Other complaints, including complaints about an MP or a member of an MP's staff, or about an All-Party Parliamentary Group. My [complaints leaflet](#) explains which complaints I can investigate. It also tells you who may be able to investigate your complaint (if there is someone else who can do this).

Suggestions for changes to the rules. If you wish to suggest a change in the rules for MPs, the rules for APPGs or the rules about how I do my work, write to the Clerk to the Committee on Standards, House of Commons, London SW1A 0AA.

Kathryn Stone

Parliamentary Commissioner for Standards