

Office of the Parliamentary Commissioner for Standards

Complaints about the Commissioner's staff

The Office of the Parliamentary Commissioner for Standards (PCS) is committed to providing a high-quality service to everyone. This document explains how complaints made about the conduct of the staff who support the Commissioner are dealt with.

If you are dissatisfied with the way a member of the PCS team deals with an enquiry (by telephone, email, or letter), you can make a complaint. You should contact us as soon as possible so we can investigate your complaint. You can complain via:

Email – please email standardscommissioner@parliament.uk with the subject title 'Service complaint'

Hard copy post - please write to [Parliamentary Commissioner for Standards, House of Commons, London SW1A 0AA](#)

How we handle your complaint

We will log your complaint so we can monitor the types of problems being raised, and the best way to resolve them. We will also monitor the time taken to deal with complaints. All complaints received will be dealt with confidentially and in line with our [privacy policy](#).

Your complaint will be investigated by a senior manager, and a written response sent usually within 10 working days of receipt. If this is not possible, we will let you know. If you are still unhappy with this response, your complaint will be escalated to the Commissioner for her final decision.

Complaints not covered

The following complaints are not complaints about our service.

A complaint about the Commissioner's decision not to start an inquiry.

There is no right to have a decision reviewed and there is no right of appeal. If the Commissioner decides not to begin an inquiry, the reasons will be clearly explained.

The Commissioner may review his decision if:

- The decision was based on inaccurate facts which, when corrected, might change the Commissioner's decision

- You have relevant **new** evidence not previously submitted
- A significant part of your complaint was not addressed

A complaint about the Commissioner's decision at the end of an investigation.

The Commissioner's decision is final. There is no right to have a decision reviewed and there is no right of appeal. The Commissioner may consider beginning a fresh investigation if:

- The decision was based on inaccurate facts which, when corrected, might change the Commissioner's decision
- You have relevant **new** evidence not previously submitted
- A significant part of your complaint was not addressed

How we handle unacceptable customer behaviour

Persistent and or vexatious complaints are becoming an increasing problem for public sector bodies. Difficulties in handling such complaints can place strain on time and resources and can be stressful for staff who deal with these complex and challenging issues.

You will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times.

Unreasonable customer behaviour may include:

- Refusing to accept that certain issues are not within the Commissioner's remit
- Making excessive demands on the time and resources of staff with lengthy phone calls or persistent emails
- Refusing to accept advice, repeatedly arguing points with no new evidence
- Using abusive, threatening, or obscene language in any communications

Should the Commissioner's staff encounter unreasonable customer behaviour, we will inform you that we are ending the correspondence or call, with any further persistent contact about the same matter remaining unanswered.