

# What to do if you have a complaint



**St Albans**  
City & District Council

Customer  
Services

We want to give our customers the best possible service but we know that sometimes things can go wrong. When they do, we will work with you to put things right and we will ask for your feedback to improve the way we work.

This leaflet tells you how to make a complaint and how to take it further, if you need to.

If you need help with a problem, please contact our Complaints Team and tell us about it. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

If we can't resolve the matter informally, we will arrange for your complaint to be reviewed at Stage 1 of our complaints process.

We will acknowledge your complaint within three working days and a relevant senior manager will provide you with a response within 15 working days. If for any reason, we cannot respond fully within that time, we will contact you to explain the reason for the delay.

If you are still not happy, you can contact our Complaints Team to discuss the matter further. They can advise you on what to do next, which may include a review of your complaint at Stage 2 of our process by the relevant Head of Service.

If you are not satisfied with the way we have handled your complaint, you can contact the relevant Ombudsman service. Our Complaints Team can provide you with further help and guidance.

## **General Complaints**

For general complaints about Council services, you should contact:

The Local Government Ombudsman  
PO Box 4771  
Coventry CV4 0EH

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Tel: 0300 061 0614 (or text 'call back' to 0762 480 3014)

## **Complaints about the Council as your landlord**

Complaints about the Council as your landlord will be dealt with by the Housing Ombudsman. There are two ways to escalate your complaint:

By referral to a designated person, who can be an MP or a local Councillor, who may help to resolve the complaint through mediation or refer the complaint to the Housing Ombudsman.

Alternatively, you can refer your complaint directly to the Housing Ombudsman service but you need to wait eight weeks from the date of our final response to your complaint.

Housing Ombudsman  
Exchange Tower  
Harbour Exchange Square  
London E14 9GE

Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)  
Tel: 0300 111 3000  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## **Making a complaint about a Councillor**

If you wish to complain about the conduct of a local District, Parish, or Town Councillor, please contact:

E-mail: [membercomplaints@stalbans.gov.uk](mailto:membercomplaints@stalbans.gov.uk)  
Website: [www.stalbans.gov.uk](http://www.stalbans.gov.uk) (online form)

The Member Complaints Monitoring Officer  
St Albans District Council  
Civic Centre  
St Peter's Street  
St Albans AL1 3JE

## How to contact the Complaints Team

Email us at [customerservices@stalbans.gov.uk](mailto:customerservices@stalbans.gov.uk)

Telephone us on 01727 819209

Write to us:

Complaints Team  
St Albans District Council  
Civic Centre  
St Albans AL1 3JE



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