



Ministry of Housing,
Communities &
Local Government

**Ministry of Housing, Communities & Local
Government**

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Our Ref:4192021

Date:10 May 2019

Dear I Tug,

Thank you for your follow up email dated 9 April concerning your ongoing complaint with your council. I am responding to you because I work in the team at the Ministry of Housing, Communities and Local Government that deals with the conduct of councils and councillors.

My colleague, Mr Young advised you in his email of 24 January we cannot intervene in your complaint, explaining the relationship between central and local government and seeking redress at a local level. Ministers have no remit to intervene in the day to day affairs of local authorities, except where specific provision has been made in an Act of Parliament.

Our advice remains the same as Mr Young stated in his further response to you of 11 March.

To re-iterate where a member of the public has a concern about a decision, action or service of a local authority, our advice is that first and foremost they make a formal complaint using the local authority's formal complaints system.

If you remain unhappy after having been through the council's complaints process, you may wish to approach the Local Government and Social Care Ombudsman. The independent Ombudsman is charged by Parliament with investigating complaints from members of the public who have suffered personal injustice arising from maladministration by local authorities. Further information on the Local Government Ombudsman can be found at: <http://www.lgo.org.uk/>.

I understand that my response may have disappointed you, but I cannot provide you with any more advice that Mr Young's emails 24 January and 11 March has not already given.

Yours sincerely,

Mr Bhardwaj
Local Government Stewardship Division