



Ministry of Housing,  
Communities &  
Local Government

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

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Our Ref:4334416

Date:**22 July 2019**

Dear I Tug,

Many thanks for your follow up email of 8 July to the Ministry of Housing, Communities and Local Government concerning your ongoing complaint with your council.

To-re-iterate, my email of 10 May and Stuart Young emails of 24 January and 11 March, we explained that we cannot intervene in your complaint, explaining the relationship between central and local government and seeking redress at a local level. Ministers, including the Secretary of State 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.

This independence is to ensure that a Minister in London cannot interfere with decisions taken by a democratically elected local council just because, for instance, the Minister and the council are from different political parties. This legal position is supported by the policies of this Government. The Government considers that it is for local people to hold their council to account rather than imposing a top-down, centralist approach.

Your email mentions that you are aware of the complaints process, however you do not mention whether you have made a formal complaint. As we have explained a formal complaint to your council can be the quickest way to get effective redress and can also flag up with a council a problem with their services that they were not aware of. The details of how to do this will be on your council's web-site.

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 at: <http://www.lgo.org.uk/>.

You may also consider raising your complaint with your council's Monitoring Officer. The role of a monitoring officer within a local authority is to ensure that the council operates within the law. They have a specific duty to: report on matters they believe are, or may be, illegal or amount to maladministration, investigate concerns about the conduct of councillors and officers, and oversee the operation, review and updating of the constitution.

If your complaint relates to your councils finances, you can raise the issue by contacting the local auditor through <https://www.psaa.co.uk/appointing-auditors/audited-body-listing/>

If you believe your council has committed criminal activity, I suggest you contact your local police force who will investigate your claims.

I hope that my advice, setting out the mechanisms for resolving your complaint is of some assistance and that you are able to resolve your complaint locally.

Yours sincerely

**Mr Bhardwaj**  
**Local Government Stewardship Division**