

Enquiries from Members of Parliament – Info on Ask

Commercial in Confidence

Call Centre

Also including Members of the Scottish Parliament, Members of the Welsh Assembly; Members of the Northern Ireland Assembly and Members of the European Parliament.
Telephone Query

If the call is a general enquiry about procedures or rules and can be answered by the adviser, the adviser should attempt to resolve the query himself or herself. However, if the MP Member of Parliament is calling on behalf of a constituent, or the query contains a complaint or if there is any doubt about the advice to be given to the MP Member of Parliament, the call should be transferred to [S.40(2)] or [S.40(2)] on [S.40(2)].

When transferring the call, please make sure you obtain the name of the MP Member of Parliament and the nature of the enquiry and pass this information on to [S.40(2)] or [S.40(2)].

Important Note

If you are dealing with an enquiry from a member of the public who is stating that they will go to their MP Member of Parliament with their query/complaint do not transfer the call or forward the correspondence to the above team.

In these instances, please follow your normal complaints procedure.

Email / Corres / Customer Relations

Also including Members of the Scottish Parliament, Members of the Welsh Assembly; Members of the Northern Ireland Assembly and Members of the European Parliament.
Correspondence / Email / Customer Relations

In all cases please forward the correspondence by internal post to [S.40(2)] or [S.40(2)], Client Liaison Team, 2nd Floor, Temple Street, Bristol.

Important Note

If you are dealing with an enquiry from a member of the public who is stating that they will go to their MP Member of Parliament with their query/complaint do not transfer the call or forward the correspondence to the above team.

In these instances, please follow your normal complaints procedure.