



Complaints Policy

Introduction

As a Council, we recognise that on occasions, we may get things wrong or not do something that a customer thinks we should have done.

We want to give our customers a fair, consistent, and structured process to get a remedy for failures in the delivery of our services.

We recognise the importance of customer feedback as this can help us improve services for our customers and ultimately reduce the number of complaints we receive.

We define a service request as:

'A request from a resident that we provide or improve a service, fix a problem or reconsider a decision'

We define a complaint as:

'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents'

This policy should be reviewed in conjunction with the Council's Whistleblowing policy –

<https://www.stalbans.gov.uk/fraud>

Our Complaints Process

You can log a complaint or a service request via your MyStAlbans account, or as a guest if you do not have an account with us. You can also contact the Council by telephone, by letter or in person:-

Telephone: 01727 866100

St Albans City & District Council
Civic Centre
St Peter's Street
St Albans AL1 3JE

Details of our complaints process is set out below and can be found at the following website link. This includes information about the Housing Ombudsman's Complaint Handling Code.

<https://www.stalbans.gov.uk/complaints-and-compliments>

- You will be given the option to log your complaint as a service request, this may be a quicker option for you to get the issue resolved
- Alternatively, your complaint will be logged at stage 1 of our formal process and will be passed to the relevant service manager for review
- We are happy to deal with complaints that are made via a third party, but we will ask for written authority from you to do so

The Council has a two-stage formal process:

Stage 1

1. You will be sent an automatic acknowledgement of your complaint
2. Your complaint will be dealt with by a service manager who has direct responsibility for the department you are complaining about
3. Wherever possible, we will respond to you within 10 working days but if we are unable to do so, we may extend this by a further 10 working days. If we do this, we will explain why and agree with you when a full response will be sent
4. If you have a MyStAlbans account, you can track the progress of your complaint via your account
5. If you are not satisfied that we have dealt with your complaint in full, you can ask us to review it further. You will need to do this within 35 calendar days of receipt of our stage 1 response

Stage 2

1. An automatic acknowledgement will be sent to you
2. Your complaint will be reviewed by the senior manager of the department.
3. Wherever possible, we will respond to you within 20 working days but if we are unable to do so, we may extend this by a further 20 working days. If we do this, we will explain why and agree with you when a full response will be sent
4. If you have a MyStAlbans account, you can track the progress of your complaint via your account

We seek to resolve any complaints as quickly and easily as possible, working with you, from stage 1 and then stage 2.

Next Steps

If after receiving the outcome of a stage 2 complaint you are still dis-satisfied with the outcome, you can refer your complaint to the Local Government & Social Care Ombudsman or Housing Ombudsman for review.

The Ombudsman services usually ask that you have exhausted the Council's complaints process before you contact them for assistance, but you can get in touch with them about your complaint at any stage:

www.lgo.org.uk

www.housing-ombudsman.org.uk

Complaint reports are produced for the Council's Senior Leadership Team on a quarterly basis. In addition, meetings are held within teams to discuss outcomes of complaints, service improvements and lessons learnt. A report is provided to the Council's Standards Committee on complaints and compliments annually in October.

Exceptions to the Policy

The Council will deal with complaints received as set out in this policy, however, there are a number of exceptions, detailed here:-

- Planning Enforcement or Building Control are now provided jointly by St Albans City and District Council and Watford Borough Council. For complaints about these services, please visit [Watford's webpage](#)
- Some complaints may be about decisions that cannot be changed or can only be changed with democratic approval. If a complaint relates to a Council or Government policy, we will still record it, but it will not be progressed through our formal complaints process
- A complaint by an applicant or agent in relation to the refusal of planning permission or non-determination of a planning application for which there is a statutory appeals process
www.planningportal.gov.uk/planning/appeals/planningappeals
- A complaint where the customer or the Council has started legal proceedings or has taken court action but not cases where a customer has simply threatened to start legal proceedings against the Council
- A complaint in relation to housing benefit for which there is a statutory appeals process
<https://www.stalbans.gov.uk/appealing-benefit-decision>
- A complaint about a Right to Buy valuation for which there is a statutory process for review (ss128A & 128B Housing Act 1985)
- A complaint about the Council's Housing Allocation policy
<https://www.stalbans.gov.uk/finding-home>
- Council Tax Liability, Discounts and Exemptions – if you disagree with some aspect of your council tax bill because you do not think you are liable for council tax for that dwelling, or you think an exemption or discount should be applied, you

need to appeal in the first instance to the Revenues team –
counciltax@stalbans.gov.uk

- If your appeal is turned down or not answered you have the right of appeal to the Valuation Tribunal –
<https://www.stalbans.gov.uk/appeals>
- Council Tax Bandings – if you disagree with the band of your property, further information can be obtained from –
<https://www.stalbans.gov.uk/appeals>
- A complaint about the issue of a penalty charge notice by our parking services and the recovery process thereof, which are subject to a separate appeal process
<https://www.stalbans.gov.uk/parking-fines>
- A complaint from a third party about a planning application under consideration by the Council. This will be forwarded to the case officer and treated as a comment on the application
<https://www.stalbans.gov.uk/how-comment-planning-application>
- A complaint by an employee about a personnel matter, including appointments, dismissals, pay, pensions and discipline. These are dealt with under the Council's personnel procedures
- A complaint about the Council's recruitment process
- A complaint about an issue that was known about for more than 12 months before the complaint was made to the Council, unless there is a good reason for the delay
- A complaint about a Freedom of Information Act request, Environmental Information Regulations request, or a subject access request under the Data Protection Act 1998
<https://ico.org.uk/make-a-complaint/>
- Any other instance where an alternative appeal mechanism exists
- Anonymous complaints will not be considered under our procedure, as it is not possible to provide a response

If for any reason we cannot review a complaint under our procedure, we will provide you with the reasons why.

Making a complaint about a councillor

If you wish to complain about the conduct of a Member of St Albans City & District Council or a Member of a parish or town council, please visit this page:

<https://www.stalbans.gov.uk/councillors-mayoralty-and-town-twinning>

Vexatious Complainants

We have a duty to make sure that public money is spent wisely and achieves value for complainants and the wider public. We also have a duty to protect the safety and wellbeing of our staff.

Our Unacceptable Behaviour Policy sets out how we will manage serial, persistent and vexatious complainants. This document can be found at the following link:

<https://www.stalbans.gov.uk/complaints-and-compliments>

Further Advice

For further information or advice about the Council's complaints procedure, please contact our Customer Delivery Team on 01727 866100.

If you need help with accessibility; if you have a disability or English is not your first language, please let us know.

Author	
Policy created	March 2014
Policy created by	Technical Lead - Complaints & Information Assurance
Policy reviewed/updated	July 2014, June 2015, May 2016 June 2015, May 2017, September 2017, September 2018, September 2019, December 2020, February 2022, September 2022, February 2023, December 2023, February 2024, April 2024
Policy review due	April 2025