

## Complaints Procedure

The Law Commission is an advisory Non Departmental Public Body whose role is:

- To ensure that the law is as fair, modern, simple and as cost-effective as possible.
- To conduct research and consultations in order to make systematic recommendations for consideration by Parliament.
- To codify the law, eliminate anomalies, repeal obsolete and unnecessary enactments and reduce the number of separate statutes.

The Commission's role, therefore, is to provide advice to government rather than to offer a direct service to members of the public. We do, however, value contributions from the public and other stakeholders to our consultations and project development.

### How do I complain?

If you have a complaint about a member of the Law Commission's staff or about its administrative procedures you should write giving details of the complaint and your name and address to:

Ann Achow  
Head of Corporate Services  
Law Commission  
37-38 John Street  
Theobalds Road  
London  
WC1N 2BQ.

Or by e mail to [ann.achow@lawcommission.gsi.gov.uk](mailto:ann.achow@lawcommission.gsi.gov.uk)

If you have a complaint about the conduct of one of our consultations you should write giving details of the complaint and your name and address to:

Head of Communications (Consultation Co-ordinator)  
Law Commission  
37-38 John Street  
Theobalds Road  
London  
WC1N 2BQ.

Or by e mail to [communications@lawcommission.gsi.gov.uk](mailto:communications@lawcommission.gsi.gov.uk)

### How will my complaint be handled?

Our policy is to respond to all enquiries promptly and courteously. We treat all complaints seriously and aim to reply to them within 20 working days. If we cannot do that, we will keep you informed of the progress we are making with your complaint. If we decide your complaint is justified we will apologise and explain how we intend to put the situation right.

We record all complaints so that we may learn from them. If we cannot resolve your complaint we will inform you of any steps you can take if you want it investigated further. Please note that we will not respond to rude or abusive letters, emails or telephone calls.

If your complaint is about a member of the Law Commission's staff or about its consultation or other administrative procedures the Head of Corporate Services or Consultation Co-ordinator, as appropriate, will look into the complaint and provide you with a reply. If you are not satisfied with the response, you may write to the Chief Executive at the Law Commission's address or by e mail as above.

### **Still not satisfied?**

If you are not satisfied with the response you receive, you have the right to ask for a review of the way your complaint was handled and the outcome of that process. After that, if you remain dissatisfied, you have the right to ask a MP to take your case up with an independent ombudsman – the Parliamentary Commissioner for Administration.

Further information about the work of the Commissioner may be found at:  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Decisions made by the Law Commission**

The Law Commission reaches its views on the content of its Programmes of Law Reform, consultation papers and final reports and draft Bills in a considered and thorough manner. It welcomes comments on the proposals contained in its consultation papers through its normal consultation process. The views of consultation respondents are considered when the Commission agrees the content of either its Programmes of Law Reform or in its reports to Parliament on the conclusion of its reform projects. This is the only available route for comments to be made on the contents of the Commission's publications. Should you have any queries about the Commission's decisions you should contact the Head of Corporate Services whose details are above.

### **Government policy**

We do not deal with complaints about Government policy. If you have a complaint about Government policy, you should write to your MP or to the relevant Government Department's Ministers.

**July 2008**