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Website www.civilservicecommission.org.uk

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Thank you for your request for information about how members of the public gain legal redress from a Government Department for breaching the Civil Service Code.

I note that you have requested information under the Freedom of Information Act 2000.

I think I should start by explaining the remit of the Civil Service Commission as set out in the Constitutional Reform and Governance Act 2010. The Commission has been charged with two main functions. The first is maintaining the principle of recruitment into the Civil Service on the basis of merit through fair and open competition. The second function is to hear complaints from civil servants about breaches of the core values of the Civil Service as outlined in the Civil Service Code.

I am afraid the Commission is not a body that can hear complaints from members of the public about the behaviour of civil servants.

If you have made your complaint direct to the Department of Education and are dissatisfied with the outcome, it may be something that the Parliamentary and Health Service Ombudsman would investigate. The Ombudsman can be contacted via email phso.enquiries@ombudsman.org.uk or via the Complaints Helpline 0345 015 4033. More information about the Ombudsman is available via the website www.ombudsman.org.uk.

If you are unhappy with the service you have received in relation to your request or wish to

request an internal review, you should write to:

Richard Jarvis
Chief Executive
Civil Service Commission
35 Great Smith Street
London SW1P 3BQ

e-mail: richard.jarvis@csc.x.gsi.gov.uk

You should note that the Civil Service Commission will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the Civil Service Commission. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely

Diane Macfarlane
Complaints Case Manager