

**Baroness Stuart of Edgbaston  
First Civil Service Commissioner  
Civil Service Commission**

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**Permanent Secretary Full Name**

**Permanent Secretary**

**Department**

**Email**

9 May 2024

Dear **Permanent Secretary**

I am writing to you in my capacity as First Civil Service Commissioner regarding the Commission's role in relation to the Civil Service Code and to ask for your support in building a better understanding of the number of complaints being raised by your staff under the Code.

As you are aware, officials working for the governments of England, Scotland and Wales (excluding the Diplomatic Service) are part of the same Civil Service organisation and must follow the Civil Service Code, owned by the Cabinet Office. As outlined in the Constitutional Reform and Governance Act 2010, the Commission is responsible for hearing complaints on appeal from civil servants under the Civil Service Code. We also work with Departments to help them with promoting the Code.

It is important that staff who feel they are being asked to act outside of the Code know where to turn. The 2023 People Survey, recently published, shows that **XX%** of civil servants in **DEPARTMENT** know how to raise complaints against the Civil Service Code and **XY%** of staff within **DEPARTMENT** feel confident a complaint would be investigated properly.

Your department should ensure civil servants know where to go if they have concerns under the Code and understand the final escalation route to the Civil Service Commission, including how to contact the Commission through the correct channels.

In the coming months the Commission will be gathering data on the ways in which Departments ensure that Civil Servants are aware of the Civil Service Code and how they can raise a complaint under the Code. The Commission is requesting the following information:

- a list of the department's Nominated Officers;
- details of the number of Code complaints the department has received
- the number of Code complaints that have been upheld in your Department.

We look forward to working with you and your Department over the coming year.

A handwritten signature in black ink that reads "Gisela Stuart".

**Rt Hon Baroness Gisela Stuart of Edgbaston**

First Civil Service Commissioner