

From: Pedlars Admin <pedlars.admin@gmail.com>
Subject: **Fwd: Your complaint to the Department for Business**
Date: 13 June 2013 12:32:42 GMT+01:00
To: Leon.Walder@bis.gsi.gov.uk
▶ 2 Attachments, 40.4 KB

FYI as per below:

From: Housden Margaret (Communications) <Margaret.Housden@bis.gsi.gov.uk>
Subject: **Out of Office AutoReply: Your complaint to the Department for Business**
Date: 13 June 2013 12:27:19 GMT+01:00
To: Pedlars Admin <robert.admin1@gmail.com>

I am out of the office, I hope to be back on Tuesday 18 June. If your email is urgent, please forward to my colleague, Leon Walder:
Leon.Walder@bis.gsi.gov.uk

Thanks

Margaret

Begin forwarded message:

From: Pedlars Admin <pedlars.admin@gmail.com>
Date: 13 June 2013 12:27:10 GMT+01:00
To: "Housden Margaret (Communications)" <Margaret.Housden@bis.gsi.gov.uk>
Subject: **Fwd: Your complaint to the Department for Business**

Dear Ms Housden

We note that you/BIS remain silent.

This series of correspondence provides evidence of your/BIS *'policy to ignore stakeholder's complaints'*. We are now advised to raise your dereliction of duty with the Information Commissioner. Before doing so please take this opportunity to respond.

sincerely

Robert Campbell-Lloyd

note: <http://www.pearshapedcomedy.com/Pedlar.html>



Begin forwarded message:

From: Pedlars Admin <pedlars.admin@gmail.com>
Date: 8 May 2013 11:39:26 GMT+01:00
To: "Housden Margaret (Communications)" <Margaret.Housden@bis.gsi.gov.uk>
Subject: **Fwd: Your complaint to the Department for Business**

policy to ignore:

I continue to await your reply.
Please escalate my complaint email 2 May to a Formal Freedom of Information Request.
Please also add to the list that of the Complaints Officer for the Department of BIS.

Robert

Begin forwarded message:

From: Pedlars Admin <pedlars.admin@gmail.com>
Date: 2 May 2013 13:02:07 GMT+01:00
To: "Housden Margaret (Communications)" <Margaret.Housden@bis.gsi.gov.uk>, Leon.Walder@bis.gsi.gov.uk
Subject: Fwd: Your complaint to the Department for Business

Dear Ms Housden

**BIS policy to ignore complaints, stakeholders and the public
BIS: working together for growth?**

I replied to your 5 April email on 5 April and again 12 April as below.
Your auto message 12 April invited contact with your colleague Leon Walder.
His auto message 12 April invited contact with his Line Manager Margaret Housden.
Since 5 April you, he and BIS auto replies have adopted a response policy to ignore complaints that is consistent with operatives at BIS including, Rachel Onikosi, John Conway, Jo Swinson, and Vince Cable.
This is unacceptable... in the General Interest.

[Pedlars.info](http://pedlars.info) acts as a public portal to provide transparency for all concerned with pedlary matters.
It has come to our attention that BIS "policy to ignore complaints" is widespread and also includes members of the public namely Mrs Natalie Cookson and Mr David Chapman each of whom have reported to pedlars.info that they have formally complained about the so called consultation to the BIS points of contact without reply.
This is unacceptable... in the General Interest.

As your position appears to be subject to the same disfunctionality you will please now inform me as to whom it is in HMG that I may register a formal complaint about Civil Servants, a Minister and a Secretary of State "handling" of "complaints"... in the General Interest.

sincerely
Robert Campbell-Lloyd

Begin forwarded message:

From: Pedlars Admin <pedlars.admin@gmail.com>
Date: 12 April 2013 08:59:55 GMT+01:00
To: "Housden Margaret (Communications)" <Margaret.Housden@bis.gsi.gov.uk>
Subject: Fwd: Your complaint to the Department for Business

Dear Ms Housden

pedlars.info reply to your email 5 April 2013 - no lid on the urn

We have now read the linked document and reject any obligation to duplicate formal complaints already registered with BIS.

As stakeholders our formal complaints have been registered with the nominated contact for the URN.
All formal complaints are about "handling".

As you have not replied then we conclude that you concur.
We expect that in due course those responsible for instructing you will provide the list of formal complaints about this URN handling.
We will consider the validity of that list.

As we consider this consultation not ended please respect that time is now of the essence.
I await your reply today.

sincerely
Robert Campbell-Lloyd
admin

Begin forwarded message:

From: Pedlars Admin <Pedlars.admin@gmail.com>
Date: 5 April 2013 16:03:23 GMT+01:00
To: "Housden Margaret \ (Communications\)" <Margaret.Housden@bis.gsi.gov.uk>
Subject: **Re: Your complaint to the Department for Business**

Dear Ms Housden

Thank you for your email.

It will be helpful for you to please inform me who in Team BIS has instructed you to contact me.

The URN12/605 entered on page 8 a complaints procedure that pedlars.info have undertaken through the nominated point of contact John Conway who is yet to fulfill his undertaking.

Numerous other complaints about "handling" have arisen and been registered with BIS.

May I politely suggest that you ask those who have given you the understanding to elucidate those complaints.

You have requested that we undertake an enormous administrative task that at this moment we cannot accept.

We have not as yet studied the link that you offer but will do so asap.

Yours sincerely

Robert Campbell-Lloyd
admin



On 5 Apr 2013, at 14:42, Housden Margaret (Communications) wrote:

Dear Mr Campbell Lloyd

I am the Complaints Officer for the Department for Business, Innovation and Skills. I understand that you wish to make a formal complaint about the handling, by the Department, of the Street Trading and Pedlary Laws Consultation.

I attach a link to the Department's formal complaints procedure.

<https://www.gov.uk/government/organisations/department-for-business-innovation-skills/about/complaints-procedure>

Please read and submit your complaint as directed.

Please be aware that I am unable to look into any policy decisions made by this Department, I am only able to look at the way in which the Department has handled your concerns.

Thank you

Margaret

Margaret Housden

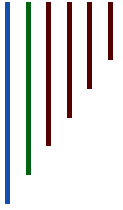
Enquiry Unit & Night Duty Manager | Departmental Complaints Officer | Margaret.Housden@bis.gsi.gov.uk

| T: 0207 215 5000 | Web: www.bis.gov.uk | Blog: blogs.bis.gov.uk | Twitter: @bisgovuk | YouTube: www.youtube.com/bisgovuk

The Department for Business, Innovation and Skills (BIS) is making a difference by supporting sustained growth and higher skills across the economy.

BIS: working together for growth

The Business in You campaign highlights support for start-ups and growing businesses, and encourages entrepreneurial spirit. For more information search online for "business in you".



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