

How to Make a Complaint to Ealing Council

A step-by-step guide for residents to register, submit, and track a formal online complaint

If you are unhappy with a service provided by Ealing Council, you can submit a formal complaint online. This guide explains how to register for a My Account, access the correct form, and track your complaint through to resolution.

Step 1: Create a "My Account"

A free **My Account** is required to submit and track your complaint online. If you already have an account go to Step2.

1. Go to the sign-in portal: <https://www.ealing.gov.uk/signin>
2. Next screen: Click the black **Sign in or create account** link text.
3. Next screen: Click the blue **Register here** link text just above the sign-in box.
4. You can now complete the online registration form:
 - Enter your email address and click **Verify Email**. Check your inbox for a verification code and enter it into the code field.
 - Create and confirm a secure password (make a note of this for future use).
 - Enter your **First Name** and **Last Name**.
 - Select **Personal** (unless registering on behalf of an organisation or as a sole trader).
 - Tick the checkboxes to accept the Privacy Policy and Terms and Conditions.
 - Click **Create account**.

Tip: Keep your login details safe. You will need your email address and password every time you want to log in and check the status of your complaint.

Before You Start: Important Exclusions

Do **not** use the main complaints form for the following issues. These have separate dedicated reporting routes on the council website:

• Missed bin collections

• Parking tickets / PCNs

• Faulty street lights

• Abandoned vehicles

• Council housing repairs

• SEND appeals & school places

• Bulky item collections

• Councillor & Data Protection issues

Step 2: Access the Complaint Form

1. Visit the main council complaints page at [Ealing Council Complaints Page](#)
2. Scroll to the bottom of the page and click the green **Start form** button.
3. Log in using the email address and password created in Step 1.
4. Once signed in, you will be redirected back to the complaints introduction page. Scroll down and click **Start form** again to begin.

Step 3: Complete and Submit the Form

Work through each section of the form carefully. You will be asked to provide:

- **Summary:** A clear account of what happened and how it affected you.
- **Details:** Specific dates, times, and locations related to your complaint.
- **Resolution:** Clear suggestions on what you would like the council to do to put things right.

Uploading Supporting Documents (Recommended)

Attaching supporting evidence helps speed up the investigation:

- **Accepted File Types:** Word (.docx), PDF (.pdf), Excel (.xlsx), Plain Text (.txt), and Images (.jpeg, .png, .gif).
- **Size Limit:** Up to 50 MB per document.
- **Restrictions:** ZIP files are not accepted.

Always keep a record of your reference number after clicking Submit.

What Happens Next?

Stage One

Initial Investigation

Your complaint is automatically acknowledged within **5 working days** and assigned to the relevant department. Ealing Council aims to issue a full written response within **10 working days**.

Stage Two

Senior Management Review

If you are dissatisfied with the Stage One response, you may request a Stage Two review. This is acknowledged automatically, with a final executive review provided within **20 working days**.

Note: You can track the real-time progress of your case inside your *My Account* portal under **Preferences > Notifications**.