

## West of England Combined Authority Complaints Procedure

This policy also applies to complaints regarding West of England Local Enterprise partnership. For confidential complaints about the LEP please see the information on the [LEP pages of our website](#).

We aim to provide high-quality services for all members of the public. We accept that things can sometimes go wrong and we need to know when you are not happy with our service so that we can try to put things right.

If you are unhappy with any aspect of work overseen by the West of England Combined Authority (WECA) you can make a complaint by emailing us at [info@westofengland-ca.gov.uk](mailto:info@westofengland-ca.gov.uk) or by writing to us at:

West of England Combined Authority

3 Rivergate

Temple Quay

Bristol

BS1 6ER

We are committed to putting you first and providing quality customer service. In dealing with your complaint we will:

- Deal with your complaint quickly and fairly
- Tell you what is happening with your complaint
- Do our best to treat the information you give us in confidence
- Explain our decision
- Use complaints to review and improve the way we provide services

If you make a complaint, it will not affect your rights to receive or use Combined Authority service. Before submitting a complaint to WECA you should ensure that you have raised the complaint with the correct organisation. WECA has not replaced existing local authorities who deliver the vast majority of services for your community. Also, WECA has not replaced companies and organisations providing public transport services in the Region. Where there is a statutory right of appeal this complaints procedure will not apply.

### What happens when you make a complaint?

There are two stages to the WECA complaints process:

#### Stage One - Investigation

When we receive your complaint, we will contact you to acknowledge receipt within three working days.

If your complaint is about a subject that does not fall under the specific remit of WECA we will assist with signposting you to the relevant organisation you need to contact.

Our aim is to sort the problem out quickly and find a solution that you're happy with and we will allocate a member of our Senior Management Team to investigate your complaint.

They will:

- Provide a full written response within ten working days, or explain why it may take longer
- Give you details of who investigated your complaint and their decision
- Advise you on how to take your complaint further if you are still unhappy with the result

## **Stage Two - Review**

If you're not satisfied with how we have investigated your complaint, or with our response, you can ask our Monitoring Officer to review your complaint. Please do this within 10 working days of receiving the outcome of your complaint.

You can contact them by email at [democratic.services@westofengland-ca.gov.uk](mailto:democratic.services@westofengland-ca.gov.uk) or by writing to:  
The Monitoring Officer  
West of England Combined Authority  
3 Rivergate  
Temple Quay  
Bristol BS1 6ER

Our Monitoring Officer will write to you within three working days of receipt of your request for review to confirm receipt and to let you know approximately how long it will take to carry out the review.

They will provide you with a written response within 20 days of receiving your request for a review, or explain why it may take longer.

A compilation of received complaints will be periodically reported to the West of England Combined Authority.

### **If you do not feel your complaint has been sufficiently resolved**

If you are not happy with how we've dealt with your complaint, you have the right to ask the [Local Government and Social Care Ombudsman](#) to look into the matter for you. Their contact details are as follows:

Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry CV4 0EH  
Phone: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

### **Dealing with repeated complaints**

We are committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who make them. However, there are occasions when contact from a complainant becomes too frequent or complex that it hinders our consideration of their complaints, or those made by other people.

We refer to such complainants as either vexatious or unreasonably persistent, and in such cases we may take action to limit the contact the complainant has with us. Such occurrences are rare, and we will first write to the complainant to advise that their contact is no longer considered reasonable.

### **Complaints about a Member of the Combined Authority**

If you wish to make a complaint about a Member of the Combined Authority please contact the Monitoring Officer at [democratic.services@westofengland-ca.gov.uk](mailto:democratic.services@westofengland-ca.gov.uk) or in writing to:  
West of England Combined Authority, 3 Rivergate, Temple Quay, Bristol BS1 6ER