

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 website [here](#).

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 (the Authority) you can make a complaint by emailing us at info@westofengland-ca.gov.uk or by writing to us at:

West of England Combined Authority
70 Redcliff Street
Bristol BS1 6AL

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 the Authority you should ensure that you have raised the complaint with the correct organisation. The Authority has not replaced existing local authorities who deliver the vast majority of services for your community. Also, the Authority 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 Authority's 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 the Authority 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 or by writing to:

The Monitoring Officer
West of England Combined Authority
70 Redcliff Street
Bristol BS1 6AL

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

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 or in writing to:
West of England Combined Authority, 70 Redcliff Street, Bristol BS1 6AL

Dated 20 April 2018