

Complaint Policy and Procedure



Our aims

One NorthEast aims to provide an open, accountable and efficient service to all our customers. Whilst every effort is taken sometimes mistakes are made.

A complaint process has been set up for people who feel dissatisfied about the service or treatment they receive.

You have a right to complain and to have it investigated. We aim to learn from any mistakes and the complaints procedure is seen as very important in this continuous programme of improvement.

How to complain

The first step is to raise your complaint with the employee or team responsible for the service that you are complaining about. If the matter is not resolved by them, the relevant director will become involved to work with you and the team involved to try and conclude matters.

If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure. Details of how to do this are set out below.

Please fill in the complaint form on the reverse of this leaflet or visit www.onenortheast.co.uk to complete it online. This will instigate an independent investigation by the Agency's Legal Services Team. Forward your completed forms to the Head of Legal Services who will take responsibility for processing your complaint.

Alternatively you can make your complaint in person, over the phone or via email.

What to tell us when you make a complaint

To deal with your complaint appropriately we need to know:

Your name, address and contact details

What you are complaining about

The names of the people involved where applicable

Your ideas on how you wish to see the issue resolved

There is a complaints form overleaf

What you can expect

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal complaint is made you will receive a telephone call from legal services and an acknowledgment in writing within 3 working days of the receipt of your complaint by Legal Services. The complaint will be investigated by the Head of Legal Services and you will normally receive a response within 20 working days, unless your complaint is particularly complex in which case we will advise you of same and provide an estimated timescale as to when you should expect to receive a response.

If you are not completely satisfied with the outcome the Legal Services Team can advise you on what to do next.

**Send to Head of Legal Services, Stella House, Goldcrest Way, Newburn Riverside, Newcastle upon Tyne, NE15 8NY
alternatively email peter.judge@onenortheast.co.uk**

Complaint Form

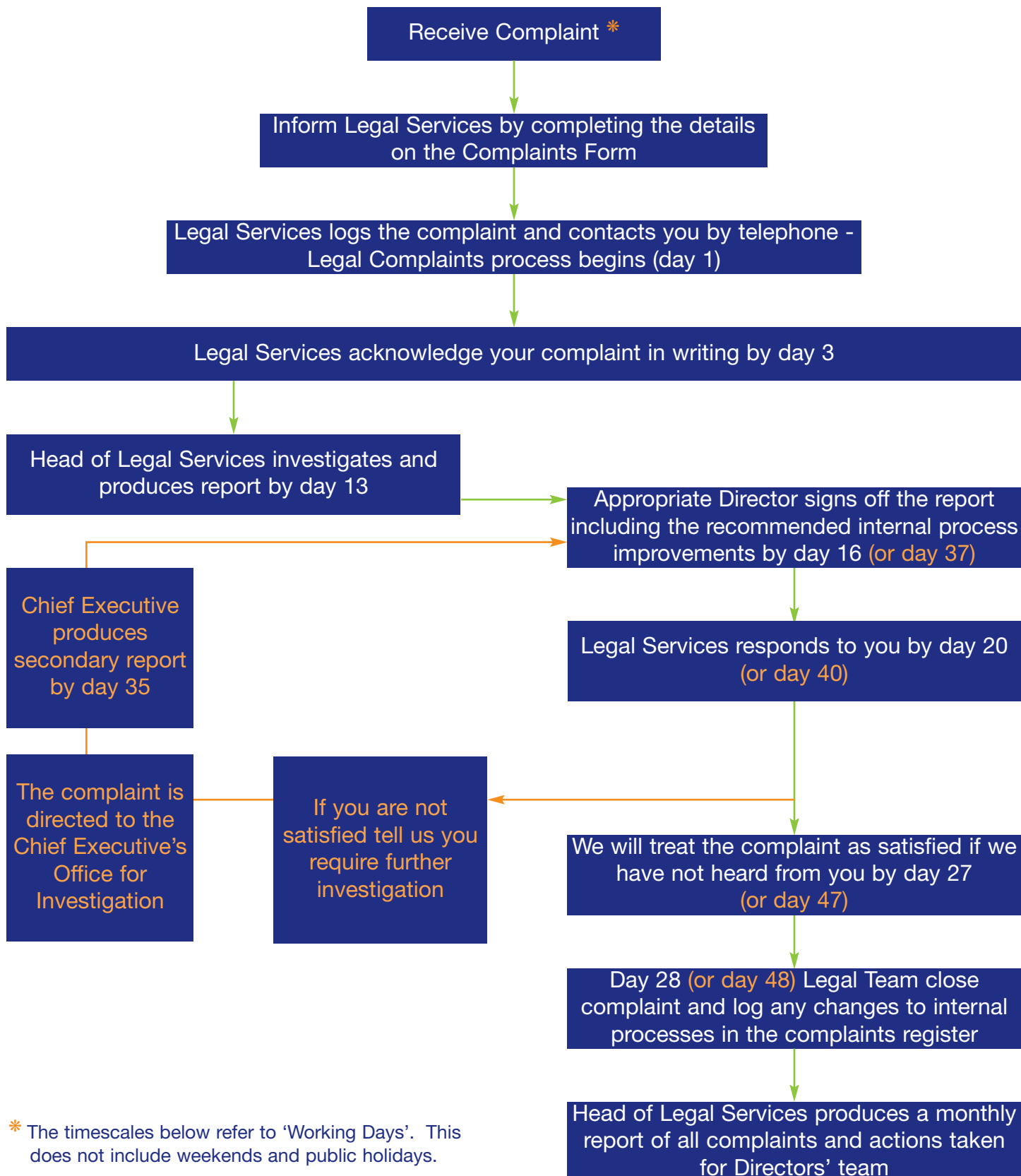


Date	
Name	
Organisation	
Address	
Contact telephone number	
Department involved	
Summary of Complaint	
How you would like to see your complaint resolved	
Please attach any supporting documents and send to the Head of Legal Services at the address overleaf. Please list below if applicable	
Date	
Signed	
INTERNAL USE ONLY	
Acknowledgement	
Investigation	
Response	
Action Taken	
Date Completed	
Documentation Attached	

The Freedom of Information Act 2000 requires us to make available to the public any information that we hold. This will include any information you provide us. If a third Party requests access to your information we will be obliged to disclose it unless it is exempt from disclosure in accordance with the Act.

Legal Services Team - Complaint Process

Including Freedom of Information, public sector information and data protection complaints



* The timescales below refer to 'Working Days'. This does not include weekends and public holidays.