TAMAR BRIDGE AND TORPOINT FERRY JOINT COMMITTEE

COMPLAINTS PROCEDURE

Introduction

We aim to provide users of both crossings with safe reliable that provide real value for money. However, we all recognise there may be times when you wish to question or challenge a decision or procedure, or when you may feel that something has been overlooked.

At the very least you are entitled to an explanation of why you have been treated as you have been or why our systems operate in a particular way. It is important that you are given the opportunity to question what has been done if you are not happy with it. We seek to continuously improve our services and feedback from users is an essential part of this improvement process. Our Complaints Procedure is outlined below.

Complaints Procedure

Our Complaints Procedure is aimed at dealing with individual problems or requests for an explanation as simply and quickly as possible. We also want it to be as objective and as informal as possible.

Whatever the issue, you can be assured that individual problems will be looked at and, if we are at fault, we will do all we reasonably can to put things right.

When you have made a complaint to us, we will:-

- investigate your complaint;
- inform you of our findings;
- where we are at fault, try and put things right to your satisfaction;
- if necessary, review our procedures or services to avoid the problem occurring again.

What is not covered by this procedure

- Complaints about Joint Committee Members (the Councillors who make up the Joint Committee) - these should be referred to the Joint Committee's Monitoring Officer;
- disciplinary matters;
- employee Grievances.

How do I complain?

Stage 1 – if possible, speak to the person who provides the service (eg the Toll Collector or Customer Service Assistant) or ask to speak to that person's supervisor or manager. It is often possible to sort out problems on the spot.

If you remain dissatisfied:

If your complaint cannot be dealt with on the spot or you remain dissatisfied, your complaint will need to be dealt with more formally using the stages detailed in the paragraphs below.

To help us ensure that we meet our target response time of ten working days, we ask that all formal complaints are directed through the following contacts:

Postal: Complaints and Comments
Torpoint Ferry Office
2 Ferry Street
Torpoint
Cornwall PL11 2AX

e-mail: complaints@tamarcrossings.org.uk

There may be valid reasons why we might not be able to meet our target response time (for instance, if we have to contact a third party or if the investigation requires that we contact a member of staff who works shifts). We will always inform you if a delay is likely and give you a new target date for a full response.

Stage 2 – After receipt, your formal complaint will be recorded and then directed to the relevant manager. We will confirm receipt of your complaint and the name of the manager responsible for reply by post or to your e-mail address within three working days. It would help the process if you complete the 'Complaints Form' attached to this guidance. However, it is equally acceptable to write to us in a format that you feel will best explain your complaint. The Manager handling the complaint will normally respond fully within the ten working day deadline.

Stage 3 – (This is the last stage of the Joint Committee's Complaints Procedure). Should you remain dissatisfied after receiving a response from the responsible manager you should write to the General Manager. The General Manager will undertake a full review of all aspects of your concerns and may if appropriate also seek agreement from the Constituent Authorities (Plymouth City Council and/or Cornwall County Council). If necessary, The General Manager will consult with the Joint Committee's Monitoring Officer as part of this process. The General Manager's decision, to either uphold or not uphold a complaint is final within the Joint Committee's Complaints Procedure.

The reply you receive from the General Manager will set out your right to contact the Commission for Local Administration in England (the Local Government Ombudsman).

Who else can I complain to?

If you feel that after you have exhausted this complaint procedure you have not been dealt with fairly you may wish to refer your complaint to:

The Local Government Ombudsman, who would deal with complaints about the Joint Committee services, contact:

The Local Government Ombudsman
The Oaks No 2
Westwood Way
Westwood Business Park
Coventry CV4 8JB

Phone: 024 7682 000
Fax: 024 7682 0001

The Standards Board for England, would deal with complaints about individual Members of the Joint Committee contact:

The Standards Board for England
First Floor, Cottons Centre
Cottons Lane

London SE1 2QG

Phone: 0845 078 8181
Fax: 020 7378 5155

Your local Member of Parliament (MP)

Addresses for your MP can be obtained from your Local Authority, local library or through the website www.parliament.uk/index.cfm (external link, opens new window). Alternatively, you may write to your MP at:

House of Commons,
London SW1A OAA

Or website www.parliament.uk/index.cfm (external link, opens new window)

Key Joint Committee Officers

General Manager	Mr. D.I. List	Stage 3
Joint Committee Monitoring Officer, Cornwall County Council, County Hall, Truro, Cornwall TR1 3AY	Mr. R Williams	Members
Bridge Operations Managers (working on an alternating shift basis).	Mr. M. Meredith Mr. M. Pender	Stage 2
Ferry Manager	Mr R Sugden	Stage 2
Business Manager	Mr. A. Vallance	Stage 2

COMMENT/COMPLAINT FORM

It will help us to help you to get quick response to your complaint if you answer the following questions:

1. Your name: _____

2. Your home address: _____

_____Post Code _____

3. Your contact telephone number: _____

4. What do you think the Tamar Bridge & Torpoint Ferry Joint Committee did wrong or failed to do? To assist us, be as clear as possible about the date, time and location (eg which toll booth or ferry) of the event or incident. If you need more space please use the reverse of this form or attach separate sheets.

_____

_____

_____

_____

_____

_____

_____

_____

_____

5. What would you like to see the Joint Committee do to put things right?

_____

_____

_____

_____

_____

Have you already complained to someone working for the Joint Committee about this matter?

YES/NO* **Delete as appropriate*

If so please give the name of the person contacted _____

7. When did you complain? _____

8. How did you complain (e.g. telephone, letter, etc.) _____

SIGNED _____ Date _____

Please send the completed form, together with any other information or documents that you wish to draw to our attention to:-

Business Manager
Torpoint Ferry Office
2 Ferry Street
Torpoint
Cornwall PL11 2AX