



Tamar Bridge and Torpoint Ferry Joint Committee Complaints Procedure

Introduction

We aim to provide users of both crossings with safe and reliable travel. However, we all recognise that there may be times when you wish to question or challenge a decision or procedure, or when you feel 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 user feedback is an essential part of this 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.

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 resolved on the spot or you remain dissatisfied, it will need to be dealt with more formally through the stages outlined 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 be directed through the following contacts:

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

Or e-mail: complaints@tamarcrossings.org.uk

There may be valid reasons we cannot meet our target response time (for instance, if we need to contact a third party or if the investigation requires contacting 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 the reply by post or by e-mail within three working days. It will help the process if you complete the 'Complaints Form' attached to this guidance. However, it is equally acceptable to write to us in the format you feel best explains your complaint. The Manager handling the complaint will normally respond fully within the ten working-day deadline.

Stage 3

Should you remain dissatisfied after receiving a response from the responsible manager, you should write to the Chief Officer. The Chief Officer 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 Chief Officer will consult with the Joint Committee's Monitoring Officer as part of this process. The Chief Officer'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 Chief Officer 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,

Those who deal with complaints about the Joint Committee services, contact:

Local Government and Social Care Ombudsman, PO box 4771, Coventry, CV4 8JB

Online complaints: <https://www.lgo.org.uk/contact-us>

Phone: 0300 061 0614

Your local Member of Parliament (MP)

Addresses for your MP can be obtained from your Local Authority, local library or through the website <https://members.parliament.uk/constituencies/>

Alternatively, you may write to your MP at the House of Commons, London SW1A 0AA

Joint Committee Monitoring Officer,

who deals with the activities of the Constituent Authorities committee members

The Monitoring Officer, Floor 4, North Wing, New County Hall, Treyew Road, Truro, TR1 3AY

Email: councillorcomplaints@cornwall.gov.uk

Key Joint Committee Officers

Chief Officer	Mr P Robinson	Stage 3
Governance & Finance Manager	Mr A Vallance	Stage 2
Bridge Operations Manager	Mrs C Jonas	Stage 2
Ferry Operations Manager	Mrs K Bastos	Stage 2

