



## North East Combined Authority – Complaints Procedure

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.

When you tell us what you are not happy with, we can try to put things right. In future, we can try to get it right first time. We will treat your complaint seriously and deal with your complaint positively.

We see any complaints as an opportunity to improve our services.

You can use our [Contact Us](#) form to make a comment or suggestion about our website.

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## Our aims

We are committed to putting you first and providing quality customer service. This includes dealing with any complaint you may have.

- We will deal with your complaint quickly and fairly.
- We will tell you what is happening with your complaint and we will do everything we can to help you.
- We will do our best to treat the information you give us in confidence.
- We will explain our decision.
- We will 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 a council service.

## How do I make a complaint?

Before submitting a complaint to the North East Combined Authority you should ensure that you have raised the complaint with the correct organisation.

The Combined Authority has not replaced existing local authorities, individual Councils remain as the organisations delivering the vast majority of services for your community. Also, it has not replaced companies and organisations providing/ managing public transport in the Region.

If you have a complaint that does not directly relate to an activity carried out specifically by the Combined Authority you should submit your complaint to the appropriate Council; NELEP or transport company/organisation.

## Transport Matters

If you have a complaint about a transport matter that relates to bus services then this will be dealt with by the company providing the service who should be able to assist you with your complaint. Contact details for the bus companies operating in the NECA area are set out below:-

Go North East: <http://www.simplygo.com/contactusform/>

Telephone number: 0191 4205050;

Arriva North East: <http://www.arrivabus.co.uk/contact-us/>

Telephone number: 0344 8004411;

Stagecoach North East: [northeast.enquiries@stagecoachbus.com](mailto:northeast.enquiries@stagecoachbus.com)

Telephone number: 0191 5660230

Perrymans: [enquiries@perrymanbuses.com](mailto:enquiries@perrymanbuses.com)

Telephone number 01289 308719

If you have a complaint about metro services in Tyne and Wear then you should contact Nexus at [customerservices@nexus.org.uk](mailto:customerservices@nexus.org.uk) who will be able to assist you with your complaint.

If you have a complaint about a transport matter in Durham then you should contact <http://www.durham.gov.uk>

Telephone number 03000 26 0000

If you have a complaint about a transport matter in Northumberland then you should contact <http://www.northumberland.gov.uk>

Telephone number 0845 600 6400

If you have been through the complaints procedure of the appropriate transport provider/organisation and you are still not happy with the results of the investigations you can ask the NECA Complaints Officer to refer your complaint to the Transport Operations Manager to review your complaint.

Please do this within 10 working days of receiving the outcome of your complaint. The NECA Complaints Officer will write to you within three working days to let you know:

- we are reviewing your complaint;
- approximately how long it will take for the Transport Operation Manager to carry out the review; and
- when he will aim to send out a written reply.

## North East Local Enterprise Partnership

If you have a complaint about North East Local Enterprise Partnership then you should contact [Info@NELEP.co.uk](mailto:Info@NELEP.co.uk) or submit your complaint in writing to

The Chief Operating Officer,  
North East Local Enterprise Partnership  
1 St James' Gate  
Newcastle upon Tyne  
NE1 4AD

## North East Combined Authority

You can make a complaint (or compliment) in a number of ways. You can:

- visit the Combined Authority's principal office at the Quadrant, Silverlink North, Cobalt Business Park, North Tyneside NE27 0BY;
- complete and submit the online contact form on the North East Combined Authority website, selecting 'complaint' as the reason for contact from the drop down menu <http://www.northeastca.gov.uk/contact-us>
- phone the Authority's Monitoring Officer: 0191 643 5339
- email us at: [complaints@northeastca.gov.uk](mailto:complaints@northeastca.gov.uk)

- write a letter to: Complaints at North East Combined Authority, c/o The Monitoring Officer, The Quadrant, Silverlink North, Cobalt Business Park, North Tyneside NE27 0BY.

When you contact us, please give us your name and address - including your postcode - and your phone number. If you prefer, you can ask a friend or relative to speak or write to us for you.

If your complaint is about a member of staff, you should complain to their manager.

By law, we need to deal with some complaints in a different way. If so, we will tell you and give you more information.

## What is a complaint?

A complaint is when you tell us you are not happy. For example, if:

- we do not deliver a service on time,
- we give you the wrong information,
- you receive a poor-quality service, or
- you have a complaint about a member of staff.

### Step 1 - Informal Complaint

We will try to deal with your complaint informally. This means that you should phone or take your complaint to the office or person who dealt with your enquiry. Our staff will do their best to settle your complaint without you needing to do anything else.

### Step 2 - Formal Complaint

If you have spoken to the relevant officer about your complaint but they have not been able to put things right, or you are not happy with the result, the next step is for you to make a formal complaint.

At this stage, we need the details in writing. You can complete the [on line contact form](#) or email us at [complaints@northeastca.gov.uk](mailto:complaints@northeastca.gov.uk) or you can write a letter to us and send it to:

Complaints at North East Combined Authority  
c/o The Monitoring Officer  
The Quadrant  
Silverlink North  
Cobalt Business Park  
North Tyneside  
NE27 0BY

If we cannot resolve your complaint immediately we will send you a letter within three working days to let you know we have received your complaint. We will give you a reference number and the name of the senior manager who will investigate your complaint.

This information will make it easier for you to contact the person dealing with your complaint if you need to.

The senior manager will:

- investigate your complaint;
- take any necessary action; and
- make sure they send a written reply within 15 working days.

If your complaint needs more investigation, and we cannot send you a written reply within 15 working days, we will write to you and let you know when you will receive a written reply.

### Step 3 - Complaint Review

If you have been through Steps 1 and 2 of the complaints procedure and you are still not happy with the results of the investigations (non transport related issue), you can ask the NECA Complaints Officer to review your complaint. Please do this within 10 working days of receiving the outcome of your complaint. The NECA Complaints Officer will write to you within three working days to let you know:

- we are reviewing your complaint;
- approximately how long it will take us to carry out the review; and
- when we will send out a written reply.

We aim to complete Step 3 complaints within 25 working days.

## Local Government Ombudsman

You can contact the Local Government Ombudsman about your complaint at any time. However, the Ombudsman usually gives the Combined Authority the opportunity to investigate first.

You can contact the Local Government Ombudsman at:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Phone: 0300 061 0614  
Fax: 0247 682 0001  
Text: 'call back' to 0762 480 3014  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

You can get leaflets about how to complain to the Local Government Ombudsman from any of Council's offices or any library.

Is there anyone else who can help?

Apart from asking for help from a friend or relative, you can contact an independent person or organisation, for example:

- your local councillor;
- your MP;
- a solicitor;
- Citizen's Advice Bureau; or
- Advocacy Centre North.

If you know your Ward name of the Council area you live in go to its web site and search for your Councillor. Find out who your [MP is click here](#). Visit the [Citizen's Advice Bureau website](#) for information about their services. Visit the [Advocacy Centre North website](#) for information about their services.

You can contact your councillor at any time about your complaint. The councillor will normally ask the senior manager dealing with your complaint to provide details of why you complained and what they have done to put things right.

## Contact us

If you wish to make an appointment to discuss a complaint please contact the Monitoring Officer by Email: [complaints@northeastca.gov.uk](mailto:complaints@northeastca.gov.uk)

In writing to:

Complaints at North East Combined Authority  
The Quadrant  
Silverlink North  
Cobalt Business Park  
North Tyneside  
NE27 0BY

## Comments and suggestions

As well as learning from complaints, we want to know any [on line contact form](#) you may have to help us improve our services. You can do this by telling a member of staff about your comment or suggestion or by putting your comment or suggestion in writing.

## Frequently Asked Questions

### **I'm worried that if I complain, the service I receive will be affected**

Definitely not. We always aim to provide the best possible service to all our customers, and we will not change that just because we are investigating your complaint.

### **Is the information I give you confidential?**

Any information you give us is covered by Data Protection guidelines. This means that we -

will keep personal data safe and secure; will not share it with other organisations without your permission, unless the law says we must; and may use it to prevent and detect fraud.

**I want to make a complaint, but want to stay anonymous - will you still look into it?**

Yes. While it is helpful to us to know who you are so we can get in touch with you for extra details, we believe everyone has a right to complain. As a result we will investigate anonymous complaints thoroughly.