

Your right to a review

Stage 2 Complaints



West Berkshire
C O U N C I L

Why have I received this leaflet?

You have received this leaflet because you have made a complaint to the Council. The letter you have received with this leaflet is our response to your complaint and we would ask you to read this carefully.

The letter will explain whether we agree with your complaint and what we feel the Council needs to do to put things right. It will also explain what you need to do if the complaint you made is outside our jurisdiction – in this case we may refer you to another organisation or suggest where you can get further advice.

If you are satisfied with the response we have made and feel that the issues you raised have been dealt with appropriately then you do not need to do anything more. However, if you are still unhappy, or you feel the Council has not understood your complaints, or has not offered you a solution to the problem you raised, you have a right to ask us to review the complaint again at Stage 2.

To do this, you can return the form attached to this leaflet to:

The Complaints Manager

Council Offices
Market Street
Newbury , RG14 5LD

e-mail: **complaints@westberks.gov.uk**

Alternatively, you can write to us at the same address.

Please write within 30 working days of receipt of the Council's Stage 1 response, in order for your complaint to be reviewed.

How is a review handled?

Generally a review is carried out by Service Director or their nominated representative for the service to which your complaint is directed, who will look at all the issues again, speak to the officers involved, and make an independent ruling on the complaint.

It is helpful to understand why you are dissatisfied with the response to your original complaint, as this can help us address issues you feel we have missed, or misunderstood. You can explain this when you write to us to request a review. Please enclose copies of any correspondence with the Council, or tell us which officer/s dealt with your complaint.

Once we have received and acknowledged your letter, we aim to investigate the matter and send a reply within 20 working days. However, in certain circumstances the timescale may be extended. We will write to you to explain the reasons for the delay and include a date by which we hope to provide a full response.

What happens if you're still not satisfied?

Our response should outline the issues you have raised and answer each one. If you are still dissatisfied with the response, you may refer the matter to the Local Government & Social Care Ombudsman (LGO), an independent body which will review any complaint and make a determination on the Council's liability. The LGO will usually only consider a complaint which the Council has already answered at Stage 1 and Stage 2 of the Council's Complaint process.

Request to review a complaint

(Please use block capitals)

Your name:

Your address:

Your tel:

Your email:

Complaint Ref No:

Outline of your complaint:

Today's date:

Please give details of the date you complained, when you received a final reply, and the name/s of the officer/s who dealt with your original complaint.

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Why are you unhappy with our response and what would you like us to do to put things right?

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Signed:

Please send this form to the address overleaf

Return the form or write to:

**The Complaints Team
West Berkshire Council**

Market Street
Newbury
Berkshire
RG14 5LD

e-mail: complaints@westberks.gov.uk
www.westberks.gov.uk/complaints

We are committed to being accessible to everyone.
If you require this document in an alternative format
or translation, please Telephone 01635 551111