

Complaints Procedure

We aim to provide a first-class service to you, but sometimes we may not get it right.

It is important that you complain to us if you feel we have let you down in any way. Your complaint will help us to:

- Put things right for you;
- Make sure we don't make the mistake again;
- Improve our services for everyone.

If we have been unable to informally resolve your complaint at the point that you expressed your dissatisfaction to us, you can lodge a formal complaint for investigation.

Who do I complain to?

- Each department has a Complaints Officer. Their names, phone numbers and addresses are available on our website.
- Please write to or phone the relevant complaints officer with details of your complaint. Alternatively download a [complaint form](#) from our website and either send, fax or e-mail it to us. Alternatively complete our [online complaint form](#).
- If you are not sure who to speak to please contact us on 01495 762200 and we will put you in touch with the right department.
- The Complaints Officer will look into your complaint and reply within ten working days. If they cannot reply within this time they will keep you informed of their progress. This is Stage One of our formal complaints procedure.
- Please note that if your complaint is about certain areas of our social services, education or personnel service there are some procedures that you and we must follow by law. The Complaints Officer will tell you about these procedures.
- If you wish to make a complaint regarding street lighting, please address your concerns to Mrs Christina Harray, Chief Officer Neighbourhood Services, Panteg Way, New Inn, NP4 0LS or email linda.ash@torfaen.gov.uk. This will be reviewed through the street light appeals process. Please ensure you provide a full explanation as to why you wish to appeal.

How do I get a second opinion?

- We hope that the appropriate department will settle your complaint, but if you are not happy with the reply you receive you can ask the Business Manager, Kevin Morgan to review your case.
- If you need to ask for a review please write to or phone the Business Manager, Civic Centre, Pontypool, NP4 6YB. Telephone 01495 742156 or email kevin.morgan@torfaen.gov.uk.

- He will ensure there is an independent review of your complaint and provide you with a reply within 28 working days. This is Stage Two of our formal complaints procedure.
- If your complaint is regarding street lighting and you remain dissatisfied after the appeal decision, the next and final stage of this process is to make a formal complaint. Please contact the Corporate Complaints Officer, Civic Centre, Pontypool, NP4 6YB. Telephone 01495 742164 or email caron.hill@torfaen.gov.uk.

What to do if you're still unhappy

- If you still feel that we could have done more to sort out your complaint you can ask for a review by the Council's Chief Executive. This is Stage Three of our formal complaints procedure. Please contact the Corporate Complaints Officer, Civic Centre, Pontypool, NP4 6YB. Telephone 01495 742164 or email caron.hill@torfaen.gov.uk.
- You will need to let us have reasons why you remain unhappy with the investigation of your complaint and your case will then be reviewed.
- We will look into your complaint and provide you with a reply within 28 working days.

The Ombudsman

- If after any of the stages you remain dissatisfied with the outcome of your complaint, you have the right to contact the Local Ombudsman who may decide to undertake an independent investigation on your behalf. The Ombudsman would expect you to have exhausted the TCBC complaints process prior to contact except in exceptional circumstances.
- The Local Ombudsman is independent of the council and deals with complaints against local authorities. You can visit their website at www.ombudsman-wales.org
- A copy of the Ombudsman's leaflet 'Your Local Ombudsman in Wales' can be obtained from the Civic Centre or by contacting their offices directly on 01656 641150, but we hope that you will give us an opportunity to resolve your complaint first.