

Complaints Handling Policy

We always endeavour to treat all fairly and deliver a high level of service in all areas. If for any reason you are unhappy with the service provided, we would encourage you to discuss your concerns with our complaints handling officer.

You can contact us by:

Sending a letter to: Professional Standards, Thoburn Enforcement Services Ltd. Design Works, 12 William St. Felling, Gateshead, Tyne & Wear NE10 0JP.

Sending an e-mail to: info@thoburns.co.uk

Calling us on 0191 4772080 between the hours of 9.00 and 4.30 Monday to Friday

To assist us in dealing with your complaint fully and as quickly as possible please ensure any communication you send us contains as much detail about your complaint as possible. You should ensure you include your reference number, your full name and address and details of how you would like to receive your response.

We endeavour to acknowledge all complaints in writing within 5 working days of their receipt, by letter or email. We aim to respond fully to complaints within 10 working days or we will contact you to explain why and let you know when you can reasonably expect a full response.

If you are not satisfied or unhappy with the initial response or with the complaints process generally you may escalate your complaint to someone more senior than the Managing Director. If you are not satisfied with the final response, you may refer your complaint to the:

Council's Complaints Officer.

Tel 0345 6006400

Email recovery@northumberland.gov.uk

Should the complainant remain unhappy with the response they receive they have the right to contact the:

Local Government and Social Care Ombudsman.

Tel 0300 0610614

www.lgo.org.uk

Your complaint should be about the council that you sent your original complaint to. Explain what the Enforcement Agents have done wrong but focus on your council's response to your original complaint.

If your complaint relates to Magistrates and Highways England, you may refer your complaint to the:

CIVEA - Civil Enforcement Association

Tel 0844 893 3922

Email: admin@civea.co.uk.

www.civea.co.uk