

A Williams

Corporate Complaints Team  
2<sup>nd</sup> Floor, Roycraft House  
15 Linton Road  
Barking IG11 8HE

Reference: LBBD/57136  
Date: 18 October 2011

Dear Ms Williams

**Freedom of Information Review LBBD/57136**

Thank you for your e-mail sent on 4<sup>th</sup> October 2011 in which you request a review of lbbd/55298.

I have sent a copy to Veronica Finn (complaints & Information Officer) 020 8227 2405 in the Adult & Community Services Department who will investigate the matter under stage 2 of the Council's Corporate Complaints Procedure. You will receive a direct response by 2<sup>nd</sup> November 2011.

I shall be managing the progress of your complaint, if you have any enquiry, or have anything you wish to discuss, please do not hesitate to contact me.

For your information, please see the reverse of this letter which gives a brief explanation of the different stages of the Council's Corporate Complaints Procedure.

Yours sincerely

Jatinder Sembhi  
Complaints Co-ordinator

Phone: 020 8227 5788  
Email: [complaints@lbbd.gov.uk](mailto:complaints@lbbd.gov.uk)  
Fax: 020 8227 5184

### **Stage one**

When we receive your complaint, we will pass it to the investigating officer in the relevant service who will arrange for your complaint to be investigated and responded to within 5 working days

If you are not satisfied with the explanation given you can request that your complaint is escalated to stage 2 of the corporate complaint procedure by writing to the Corporate Complaint Team at the address below, giving your reasons. or by e-mail to [complaints@lbbd.gov.uk](mailto:complaints@lbbd.gov.uk) The matter will then be investigated by a more senior officer in the service area.

### **Stage two**

When we receive your complaint, we will pass it to the investigating officer in the relevant service who will arrange for your complaint to be investigated.

- We will acknowledge your complaint within 5 working days and inform you of the name and phone extension of the person investigating your complaint; and
- the date by which you should receive a full reply, which should be within 20 working days. If they cannot meet this target, they will send you a progress report.

We will keep a record of your complaint and give you a reference number to quote when making further enquiries.

### **Stage three**

If you are unhappy with the department's reply, for most matters you can appeal to the Chief Executive under the Council's Corporate Complaints Procedure. Any appeal should be in writing, giving your reasons, and addressed to:

Stage 3 Appeals  
Civic Centre  
FREEPOST 341  
Dagenham  
RM10 7BN

or by e-mail to  
[stage3@lbbd.gov.uk](mailto:stage3@lbbd.gov.uk)

As in stage two, we will acknowledge your letter, giving the name of the investigating officer and a timetable for reply.