

Complaints Procedure

Essex Highways will comply with the NDORS guidance in relation to a complaint from a client about the delivery service provided.

"Should there be any grievance between the client and the Service Provider it is incumbent upon the Service Provider to operate a grievance procedure and provide to the police a summary of the investigation. It will be a matter for the police to decide on any course of action and the decision shall be final and binding on all parties"

Source: NDORS policy April 2012

Process

1. All efforts should be made to achieve a solution to a complaint informally to the mutual agreement of both parties (complainant and Essex Highways)
2. Where this cannot be achieved the complaint will be investigated by the Essex Highways Driver Interventions Scheme Manager or designated deputy (referred to as the investigating officer).
3. The complainant will be asked to put the complaint in writing and send it to the investigating officer to investigate.
4. The investigating officer has the right to suspend a trainer from the scheme whilst an investigation into a complaint is ongoing.
5. The investigating officer will secure all possible evidence available and compile a report.
6. Once the investigation is complete it will be forwarded to Essex Police NDORS Co-ordinator, currently Mick Green, (or the referring Police Authority, when not an Essex offence), for adjudication and a final decision.
7. When the decision has been received from the referring Police Authority the investigating officer will inform the complainant of the result.
8. The normal timescale from receipt of a complaint to the complainant receiving a decision from the referring Police Authority will be 21 days
9. Should the complainant not be satisfied with the decision the complaint should be escalated through the Essex Highways complaint process and the complainant referred to the Team Leader, Education, Training and Publicity (currently Katie Brimley).

10. The complaint will then be investigated through the Essex County Council Complaints process.

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