

If you need help using this or any other Highways Agency information, please call **0300 123 5000** and we will assist you.

Putting things right

The Highways Agency complaints procedure



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This document is also available on our website at www.highways.gov.uk

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The Highways Agency operates, maintains and improves England's motorways and major A roads on behalf of the Secretary of State for Transport. These roads are often referred to as the Strategic Road Network.

We aim to provide the best customer service, but there may be a time when you need to complain. We want to hear about these experiences as we are keen to learn from them so that we can improve the service we deliver.

If you're not sure where to start you can speak to us by contacting our Highways Agency Information Line (HAIL) on:

0300 123 5000

The line is open 24 hours a day, 365 days a year, or you can send us an email to:

ha_info@highways.gsi.gov.uk

You can also find out more information about many aspects of our work from our website:

www.highways.gov.uk

If you prefer to send a letter our HAIL staff can give you the best address to write to and they can also help you with contact details of those responsible for other roads.

We aim to respond to all communications (letters, e-mails, faxes, telephone calls) within 15 working days of receiving them. This includes a complaint that has been formally recorded by one of our traffic officers. If we are going to take longer, we will let you know why and when we aim to reply.

How we will respond to your complaint

Stage 1 Resolve locally

We aim to investigate and resolve your concern at the most appropriate level which is usually where it originated. This could be where you live, where a particular road goes, where a scheme is proposed or some concern you have with our staff who you have already been dealing with. We have a network of offices across England and our HAIL staff can help determine the best part of our business to respond to your concern.

If we are at fault we will:

- apologise and provide a full explanation of what went wrong
- tell you what we can do to put things right
- do our best to learn lessons to improve our service and prevent a recurrence

Stage 2 Chief executive

If you are not satisfied with the local service and response you receive, you, or someone on your behalf can complain to our chief executive at.

[Chief executive, Highways Agency, Federated House, London Road, Dorking, Surrey RH4 1SZ](#)

Please set out the reasons why you're not happy with our original response and our Chief executive will have your complaint reviewed and send you a reply.

Stage 3 Independent Assessment

You can ask us to pass your complaint to the Independent Complaints Assessor (ICA) if you've been through stage 2 and aren't happy with the response from our chief executive.

The ICA is:

- independent of Department for Transport and the Highways Agency
- not a civil servant

The ICA looks at whether we have:

- handled your complaint appropriately
- given you a reasonable decision

It doesn't cost you anything to have your complaint assessed by the ICA.

If an ICA decides to assess your complaint they will need to see all the letters and emails between us. We aim to send this to them within 15 working days of you asking us to pass your complaint to them.

The ICA will decide how best to deal with your case and will then contact you.

The ICA will aim to review your case within three months. They'll tell you if they expect it to take longer.

When the ICA has completed their review they'll write to you with their findings and any recommendations they consider appropriate to both you and us. This ends their involvement with your case.

The ICA can look at complaints about:

- bias or discrimination
- unfair treatment
- poor or misleading advice
- failure to give information
- mistakes
- unreasonable delays
- inappropriate staff behaviour

An ICA can't look at complaints about:

- government, departmental or agency policy
- matters where only a court, tribunal or other body can decide the outcome
- legal proceedings that have already started and will decide the outcome
- an ongoing investigation or enquiry
- personnel and disciplinary decisions or actions

An ICA also can't look at any complaint that:

- has not completed all stages of our complaints process
- is more than six months old from the date of the final response from us
- has been, or is being, investigated by the Parliamentary and Health Service Ombudsman

There might be times where although you have not asked for an independent assessment of your case the agency concerned considers it is in the public interest for the ICA to consider the complaint. The agency will write to you if they are considering that option.

DfT publishes the report of complaints reviewed by the Independent Complaints Assessor. The most recent covering 2011-2013 was published on www.gov.uk on 4 November. Here's the full address and link to the full report www.gov.uk/government/publications/independent-complaints-assessor-report-to-department-for-transport-for-2011-to-2013

Parliamentary Ombudsman

There may be times when you've tried resolving the complaint with us and you still think you received a poor service. If so you may want to take advice from a member of Parliament (it need not be your local MP) about referring your complaint to the Parliamentary and Health Service Ombudsman.

Details of their service can be obtained from their website at www.ombudsman.org.uk, their helpline during office hours on 0345 015 4033 or, by writing to their offices at

Parliamentary and Health Service,
Ombudsman, Millbank Tower, Millbank,
London SW1P 4QP

The Parliamentary Ombudsman also publishes information about complaints they receive and investigate on their website via the following link

www.ombudsman.org.uk/reports-and-consultations/reports/parliamentary/responsive-and-accountable3/download-the-report

Our roads
Is it one of our roads?
Call our information line on
0300 123 5000

