

South Tees Development Corporation has a dedicated complaints procedure which is followed upon receipt of a complaint, an overview of which is given below.

### **How do I make a Complaint?**

You can make a complaint in a number of ways. You can contact us by telephone or in writing by email or letter. Please include your name, address and telephone number for correspondence and full details of the complaint.

South Tees Development Corporation  
Teesside Management Offices  
Redcar  
TS10 5QW

Email: [Enquiries@southteesdc.com](mailto:Enquiries@southteesdc.com)

Tel No: (01642) 408000

If you wish to make a confidential complaint it will be treated in confidence and every effort will be made to protect your identity should you wish to remain anonymous. The complaint will be investigated in the same way as any other complaint. Anonymous complaints will also be investigated as far as is possible.

### **How will my complaint be dealt with?**

When your complaint is received it will be sent to the relevant Officer to deal with. You will receive an acknowledgement to let you know that your complaint has been received and that we are dealing with it. Your complaint will be investigated and fully responded to within twenty working days of its receipt. If the complaint is particularly complicated however, it may take longer but you will be advised of this at the outset. The complaint will then be considered and, if appropriate, we will assess how improvements can be made so the same complaint does not arise again.

### **What if I disagree with the response received?**

If you are unhappy with the way your complaint was dealt with, please let us know. Your complaint will then be reviewed by a Chief Officer and you will receive a response from them within 20 working days. Again, if it is not possible to complete the review in this time you will be advised of this, and of when you may expect a response.

If you are still unhappy with our response and believe you have been treated unfairly you can put your complaint to the Local Government Ombudsman who will investigate further. The Ombudsman is an independent body and will therefore expect that your complaint has been through the Development Corporation complaints process before they will become involved.

Contact Details:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Tel: 0300 061 0614

**What do we do with your complaints?**

Each complaint we receive is logged and the records of these are kept and reported to our Senior Management Team and Board (personal/confidential data is not released). We use this information to allow us to track where we may be failing and to allow us to improve our services.