

Greater Manchester Combined Authority Complaints Procedure

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Greater Manchester Combined Authority – Complaints Procedure

The Greater Manchester Combined Authority ('GMCA') aims to provide the best possible service to the people and organisations across Greater Manchester. We are committed to providing high quality services to all our customers, but there may be times when things go wrong, and you are left unhappy or dissatisfied. This policy describes our procedure for handling complaints. We will treat your complaint seriously and deal with your complaint positively. We see any complaint as an opportunity to improve the way we do things.

Our aims

We are committed to putting you first and providing quality customer service. This includes dealing with any complaint you may have as follows -

- We will deal with your complaint quickly and fairly.
- We will tell you what is happening with your complaint, and we will do everything we can to help you.
- We will treat the information you give us in confidence and will not share it with other organisations without your permission unless the law says we must (such as to prevent and detect fraud).
- We will explain our decision.
- We will use complaints to review and improve the way we provide services.
- If you make a complaint, it will not affect your rights to receive or use a GMCA service.

How do I make a complaint?

Before submitting a complaint to the GMCA you should ensure that you have raised the complaint with the correct organisation. The GMCA has not replaced existing local authorities, individual councils of Greater Manchester's ten districts deliver most services for your community.

If you make a complaint to us that does not directly relate to an activity carried out by the GMCA we will advise which organisation, you should make your complaint to. If you have emailed or written to us, we will seek your consent before passing your complaint onto the right organisation if we need to.

Any personal data provided to the GMCA will be managed in line with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Transport Complaints

If you have a complaint about any transport-related matter Transport for Greater Manchester's Customer Engagement Team will be pleased to help. They can be contacted on: hello@beenetwork.com or via social media using @beenetwork. The team will make sure that any comments or complaints are logged and responded to, and further information can be found online at www.tfgm.com

Greater Manchester Fire and Rescue Service Complaints

Greater Manchester Fire and Rescue Service (GMFRS) is fully committed to providing the highest possible levels of service to the public of Greater Manchester. Your comments and complaints will help us to identify areas for improvement in our service delivery and result in a better and more responsive service.

[Complaints Information - GMFRS Website \(external link, opens in new tab\)](#)

Waste and Resources Complaints

If you have a complaint about a waste site in Greater Manchester (excluding Wigan), please put your complaint in an email to the operating waste contractor, SUEZ UK Ltd. They will respond directly to you.

Email ContractManagerGM.uk@suez.com

If you have been through the complaints procedure of the appropriate waste company and you are unhappy with the response provided you may wish to escalate your complaint to the GMCA Waste and Resource Team who will work with the waste contractor to investigate the issue.

Email GMWaste@greatermanchester-ca.gov.uk

Call 0161 778 7110

Police and Crime Complaints

If you are not satisfied with how your complaint was handled by Greater Manchester Police, then you may be able to request an independent review.

Complaints relating to the outcome of a Police Review will not be considered under this process. Such complaints can only be dealt with by requesting a Judicial Review. Further information on this process is available through clicking on the link below:

[Form N461: Apply for a judicial review of a decision \(Gov.uk\)](#)

Information on how to make a general complaint regarding policing and crime can be found here - [Police and Crime Complaints](#)

How the Greater Manchester Combined Authority Deals with Complaints

We want to make sure that when you tell us that you are not happy with something, your complaint is dealt with fairly and as quickly as possible. We have tried to make our complaints process as straight forward as possible, which is set out below.

Exclusions

There are separate complaints processes for some specific services.

These are:

- Data Protection (Subject Access Requests)/Freedom of Information/ Environmental Information Regulations
- Your Mayor or Councillor
- Matters already subject to legal proceedings
- Insurance claims against the GMCA
- Employee (or, former employees) complaints relating to employment issues or disciplinary and grievance process
- Issues raised through the GMCA's 'Whistle-blowing' policy – these matters can be reported here - [Reporting Fraud and Whistleblowing](#)

You don't have to know which process your complaint falls within, this is just to let you know that we will sometimes deal with things differently depending on the type of complaint.

The Complaint Stages

Step One - Formal Complaint

If you are not happy with the services provided by the GMCA, the next step is for you to make a formal complaint.

You can do this by:

Email enquiries@greatermanchester-ca.gov.uk

Post

c/o GMCA Enquiries

GMCA

Broadhurst House

56 Oxford Street

Manchester

M1 6EU

If you are unable to make a complaint using the above methods, please contact us by phone on 0161 778 7000 to discuss your requirements.

Your complaint will be handled by a manager in the team you're complaining about.

For all complaints we will:

- Let you know that your complaint has been received within 3 working days.
- Provide you with a full response within 20 working days or explain why it might take longer.
- Give you details of who has investigated your complaint and their decision on it.
- Advise you on how to take your complaint further if you are still unhappy with the outcome.

You should complain to us within 12 months of the issue happening. We will not normally act on any complaint made after a period of 12 months. However, we will consider any exceptional reasons you may give us for not meeting this time limit.

If you submit a Data Protection (Subject Access Requests)/ Freedom of Information/Environmental Information Regulations request at the same time as a complaint

relating to the same issue, we are likely to deal with the information request first as there are statutory timescales for these requests and the response may help resolve your complaint. If you do not wish to complain yourself, with your written permission, someone else can do so on your behalf.

Step 2 - Complaint Review

If you have been through Step 1 of the complaints procedure and you are unhappy with the outcome, you can ask for your complaint to be reviewed. Please do this within 10 working days of receiving the outcome of your complaint.

We will write to you within three working days to let you know:

- Who is reviewing your complaint;
- approximately how long it will take us to carry out the review; and
- when they will send you a written reply.

We aim to complete a complaints review within 20 working days.

Managing Unreasonable Complainant Behaviour

We are committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who make them. Occasionally customers may pursue a complaint in an unreasonable way which impacts on the GMCA's resources and capacity to respond to their, or other people's complaints. We refer to such complainants as either vexatious or unreasonably persistent, and in such cases, we may take action to limit the contact the complainant has with us. Such occurrences are rare, and we will first write to the complainant to advise that their contact is no longer considered reasonable. Further information can be found here - [Policy on the management of unreasonable complainant behaviour](#).

If you'd like to take things further – Local Government and Social Care Ombudsman

We hope we can resolve any complaints you might have. If, however, you are unhappy with the action we have taken, you may want to contact the Local Government Ombudsman.

You can contact the Local Government and Social Care Ombudsman about your complaint at any time. However, the Ombudsman usually gives the Combined Authority the opportunity to investigate first.

You can contact the Local Government and Social Care Ombudsman at:

Local Government and Social Care Ombudsman

PO Box 4771

Coventry CV4 0EH

Phone: 0300 061 0614

Text: 'call back' to 0762 480 3014

Website: www.lgo.org.uk

If your complaint relates to a matter that is overseen by the Information Commissioner your right of appeal will be to the ICO rather than the LGO, but we will let you know when we write to you.

Comments and suggestions

As well as learning from complaints, we want to know any comments or suggestions you may have that will help us improve our services. You can do this by telling a member of staff about your comment or suggestion or by putting your comment or suggestion in writing. You can contact us by sending an email to enquiries@greatermanchester-ca.gov.uk or writing to us at:

GMCA

Broadhurst House

56 Oxford Street

Manchester

M1 6EU

Frequently Asked Questions

I'm worried that if I complain, the service I receive will be affected

We always aim to provide the best possible service to all our customers, and we will not change that just because we are investigating your complaint.

Is the information I give you confidential?

Any information you give us is covered by Data Protection guidelines. This means that we - will keep personal data safe and secure; will not share it with other organisations without your permission unless the law says we must; and may use it to prevent and detect fraud.

I want to make a complaint, but want to stay anonymous - will you still investigate it?

Yes. While it is helpful to us to know who you are so we can get in touch with you for extra details, we believe everyone has a right to complain. As a result, we will investigate anonymous complaints thoroughly.