

## Putting Things Right The Highways Agency Complaints Procedure

### About Us

The Highways Agency is an executive agency of the Department for Transport. We operate, manage, maintain and improve England's motorways and major A roads on behalf of the Secretary of State for Transport.

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.

This leaflet explains our complaints procedure but if you're not sure where to start phone our Information Line staff on:

**08457 50 40 30**

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

**[ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.uk)**

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

**[www.highways.gsi.gov.uk](http://www.highways.gsi.gov.uk)**

If you prefer to send a letter our Information Line 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 to make a Complaint

#### Stage 1 – Resolve Locally

We aim to investigate and resolve your concern at the most appropriate level which is usually locally. This could be where you live, where a particular road goes, where a scheme is proposed or some other concern you have. This is why we have a network of offices across England.

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 can write to our Chief Executive:

##### Chief Executive

Highways Agency

5th Floor

123 Buckingham Palace Road

London SW1W 9HA

Our Chief Executive will make sure your complaint is reviewed and that you are sent a reply.

#### Stage 3 – Independent Assessment

If you think that your complaint has not been handled properly, you can ask our Chief Executive to refer it to an independent assessor.

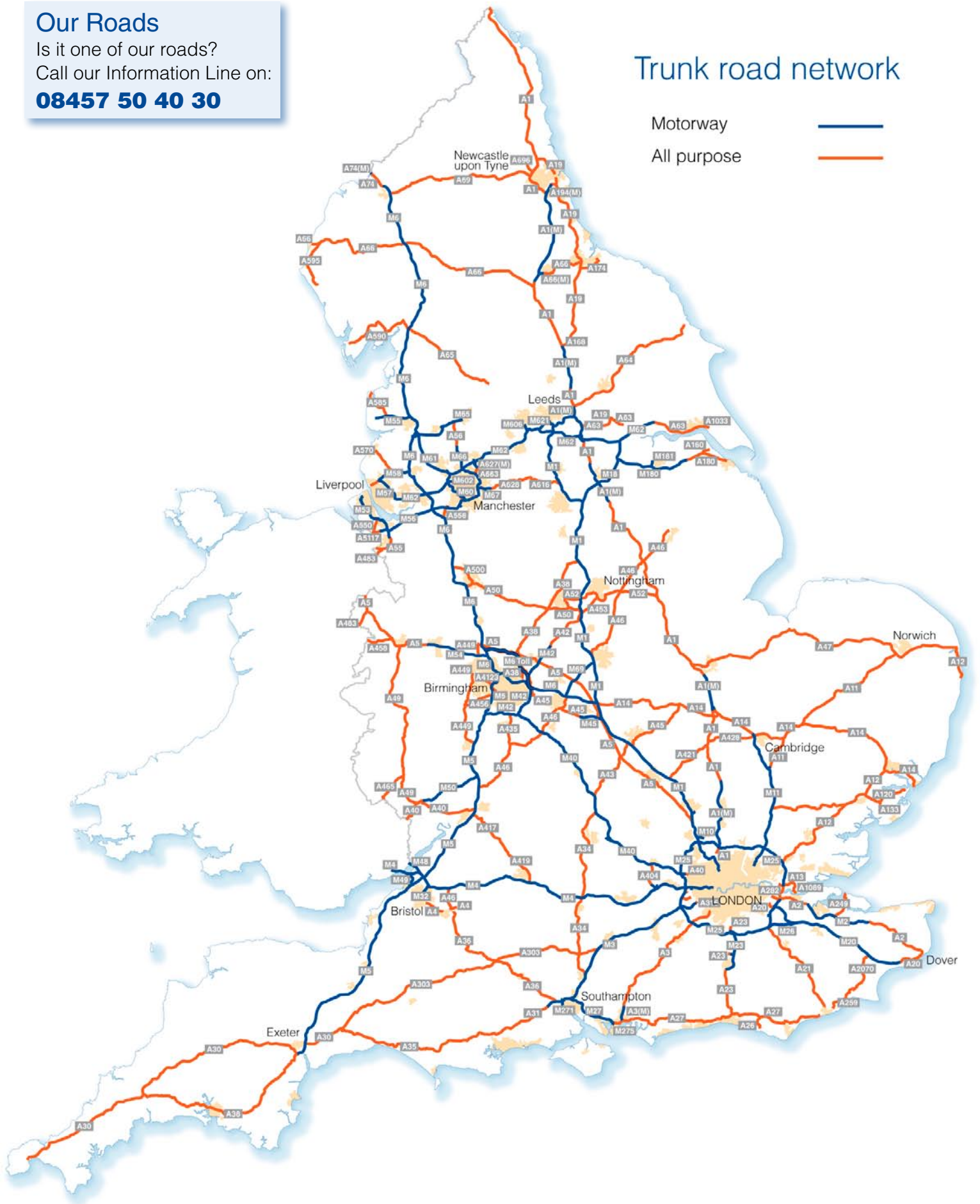
The assessor can look at complaints about the way we have handled your correspondence but not those about employment, or appeals or complaints about the policies, laws and regulations within which we operate.

## Our Roads

Is it one of our roads?  
Call our Information Line on:  
**08457 50 40 30**

## Trunk road network

Motorway   
All purpose 



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## 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](http://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

Copies of the leaflet are available from Highways  
Agency Publications

Telephone: **08701226 236**

Email: [Highways\\_Agency@twoten.press.net](mailto:Highways_Agency@twoten.press.net)



If you need help using this or any other Highways Agency information, please call **08457 50 40 30** and we will assist you.

For real time traffic information:

**08700 660 115**

[www.highways.gov.uk/trafficinfo](http://www.highways.gov.uk/trafficinfo)

24 hours a day, 365 days a year

For general Highways Agency information:

**08457 50 40 30**

email: [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.uk)

24 hours a day, 365 days a year

\*Calls from BT landlines to 0845 numbers will cost no more than 4p per minute and to 0870 numbers no more than 8p per minute, mobile calls usually cost more.

## Safety at roadworks



**The Highways Agency is working with the industry and road users to reduce the risks of working on the roads.**

For the safety of roadworkers and all road users, when you are approaching roadworks:

- Keep within the speed limit – it is there for your safety.
- Get into the correct lane in good time – don't keep switching.
- Concentrate on the road ahead, not the roadworks.
- Be alert for works traffic leaving or entering roadworks.
- Keep a safe distance – there could be queues in front.
- Observe all signs – they are there to help you.