

From: [REDACTED]
Subject: Escalation of complaint ref: [REDACTED]
Date: 15 July 2024 at 09:52
To: Highways [REDACTED]@warwickshire.gov.uk



Dear [REDACTED]

In my email of 05 July, I explained why Warwickshire's response to my complaint was not sufficient, and passed it back for better consideration by Friday 12 July. I'm disappointed that no further communication has been received - not even an acknowledgment of that email, much less the required response.

I am also disappointed to see that the complaint has been marked as "closed" on the web-based system which I used to log the complaint, despite this evidently not being the case.

In my last email I said that if a proper and well considered response that addresses all of the points of the complaint had not been provided by Friday 12 July, that this matter would need to be escalated. Unfortunately, we're now at that position and the complaint must now be escalated to the next stage.

I am including with this message the original complaint PDF, a copy of the official response that you sent to me on Friday 05 July, and a copy of the email I sent explaining why this was not satisfactory. I have also copied a timeline detailing the history of this matter, below.

Kindly acknowledge receipt of this message within 24 hours.

Regards,

Ben

Timeline

Date	Working Days	Notes
30 April 2024		New barrier installed; observed and measured
		Report submitted as a highways issue to WCC. [REDACTED]
		Posted on Twitter/X https://x.com/BicycleBenUK/status/1785299328749199530
02 May 2024		WCC responded to Twitter/X post https://x.com/Warwickshire_CC/status/1786052667631948265
		7-post thread posted in reply to WCC Twitter/X post explaining ignored issues. https://x.com/BicycleBenUK/status/1786054038166921667
		Quote-posted WCC's response to highlight https://x.com/BicycleBenUK/status/1786058749523734754
07 May 2024		WCC closed highways report as no action needed, dismissing all concerns noted https://x.com/BicycleBenUK/status/1787793292152742201
		FoI/EIR request for information submitted (# [REDACTED]).
15 May 2024		Response to information request received.
16 May 2024		Complaint raised to WCC, case ID: [REDACTED]
22 May 2024	0 Working Days	Complaint acknowledged. Expect a response within ten working days.
06 June	10 Working	No response as yet. Will wait a few more days before chasing.

2024	Days	
11 June 2024, 08:32	13 Working Days	Email from Highways [REDACTED] stating that the PDF attached to the complaint could not be opened, and asking for it to be sent on.
11 June 2024, 10:38	13 Working Days	Sent through the PDF as requested, noting an additional complaint about the time taken for the issue to be noted, that a response is now overdue the original estimation, and asking for an acknowledgement and new estimation for a response time.
13 June 2024, 08:58	15 Working Days	No acknowledgement received. Chase email sent.
13 June 2024, 11:03	15 Working Days	Email from Highways [REDACTED] acknowledging receipt but not giving a new estimation for a response.
13 June 2024, 11:09	15 Working Days	Email sent asking again for a new estimated time for response given how overdue this is now.
18 June 2024, 09:04	18 Working Days	Update: Liaising with different teams to gather information. Will update further at the end of the week.
20 June 2024, 11:02	20 Working Days	Update: Co-ordinated response unlikely this week due to annual leave. Expecting to update further or 01 July 2024.
05 July 2024, 15:13	31 Working Days	Unsatisfactory response received that does not address the points of my complaint, and does not justify the time spent.
05 July 2024, 15:49	31 Working Days	Reply sent asking for a proper response to the complaint that address all points, to be responded by close of business on 12 July 2024. Failing that, the complaint will need to be escalated.
15 July 2024, 09:52	37 Working Days	This email sent noting WCC's failure to respond to the last email and thus requiring the matter be escalated. Included PDFs of original complaint, the official response, my email noting why the response was unsatisfactory, and a copy of this timeline.

**20240515 WCC Complaint
Chicane Barrier.pdf**
1.9 MB



**20240705 Complaint Ref
[REDACTED] ...**
49 KB



**20240705 Re Complaint Ref
[REDACTED] ...**
51 KB



