

From: [REDACTED] 
Subject: Re: Complaint ref: [REDACTED]
Date: 11 June 2024 at 10:38
To: Highways [REDACTED]@warwickshire.gov.uk

B

Dear [REDACTED]

Firstly, please note my change of email address; all correspondence relating to this matter should ideally now be routed to this address, [REDACTED] (I will still check the old [REDACTED] address for the time being, but messages will only be sent from the [REDACTED] address).

To the matter at hand, I am very disappointed that it's taken this long for an issue with the attachment to be raised; indeed for the complaint itself to be looked at.

The issue was logged on the WCC system on 16 May, with it acknowledged on 22 May. In that acknowledgement it stated that Warwickshire aims to respond within ten working days, implying (by the wording, "As you can appreciate, gathering the relevant information can take some time, if we are unable to meeting this timescale, we communicate this to you") that the investigation had begun at that point. By my reckoning, today marks the 13th working day, and evidently the County Council has not even viewed the complaint, let alone begun the investigation.

Aside from that, it would seem there is an error in the WCC system, as while I can see the attachment listed against the complaint and it reports a file of the correct size, presumably like you when I try to access it, I am presented with a blank page. There was no indication at the time that a problem had occurred with the upload. This needs to be addressed to correctly verify uploaded files and to present meaningful error messages in the event of failure.

Please find the complaint PDF attached. Alternatively, the same document can be downloaded from [REDACTED]. Please acknowledge receipt and confirm by when I can expect a response, which given the time that the Council has wasted here, should be prompt.

Thanks,

Ben

20240515 WCC Complaint
Chicane Barrier.pdf
1.9 MB



On 11 Jun 2024, at 08:32, Highways [REDACTED]@warwickshire.gov.uk> wrote:

OFFICIAL

Dear Mr [REDACTED]

I am in receipt of your complaint ref above which states the details of your complaint are included in an attachment. Unfortunately, the attachment isn't on the complaint and our [REDACTED] team have advised that they haven't got it either.

In order for me to investigate and response can I please ask you to email it to [REDACTED]@warwickshire.gov.uk and they will forward on to me.

Kind regards

[REDACTED]
Highways [REDACTED]
Environment, Planning & Transport
Communities
Warwickshire County Council
Tel: [REDACTED]
email: [REDACTED]@warwickshire.gov.uk
www.warwickshire.gov.uk

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