

CORONER'S SERVICE COMPLAINTS PROCEDURE

West Yorkshire Eastern Coroner's Service strives to deliver a high quality service to all bereaved families, interested parties, key stakeholders and members of the public.

Our Service welcomes feedback, be it positive or negative, from all persons who engage with our Service. The feedback received helps us to identify areas where we can improve our service.

If you have a complaint about our Service, please see the following complaints procedure:-

STEP 1

If you have a complaint about our Service or how we have dealt with you, please contact the Coroner's Service by telephone, letter or email.

By telephone: Please ring 01924 302180 and ask to speak to the Coroner's Services Manager or in his absence the Coroner's Team Manager.

In writing: Please send your letter to the Coroner's Services Manager, Coroner's Court, 71 Northgate, Wakefield, WF1 3BS or you can e-mail the hmcoroner@wakefield.gov.uk mailbox clearly marking your email FAO the Coroner's Service Manager.

Please provide:-

- The name of the matter being dealt with.
- The date when the complaint occurred.
- Full details of your complaint
- Information so we can contact you including name, address, postcode, telephone number and e-mail address if appropriate.

In all cases we will:

- Let you know your complaint has been received within 3 working days;
- Provide you with a full response within 10 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 result.

The Senior Coroner, Kevin McLoughlin will be made aware of all complaints and will in some cases respond personally.

Where your complaint is with regard to a Coroner's Officer, employed by West Yorkshire Police, West Yorkshire Police will be made aware of the complaint.

STEP 2

If you have followed the above procedure and are not satisfied with the response, or you have a more general complaint (for example a policy matter) not related to your specific matter, please write or e-mail your concerns to:

Service Manager, Legal and Governance, County Hall, Bond Street, Wakefield, WF1 2QW or lizogden@wakefield.gov.uk.

The Service Manager will:

- Let you know your complaint has been received within 5 working days;
- Provide you with a full response within 10 working days, or explain why it might take longer.
- Give you details of who has investigated your complaint and their decision on it.

There will be an annual documented review of complaints received and action taken as a result by the Coroner or the Coroner's Services Manager with a view to determining any changes to practises and procedures.

Simon Walker
Coroner's Services Manager
14 May 2018