

Making a complaint

Although you may be disappointed with the Council's decision regarding your claim, you are not able to use the Council's complaints procedure to appeal the decision.

You can use the Council's complaints procedure however to complain, if you have received a poor service whilst your claim is being considered.

Any complaint will be responded to within three days with an acknowledgment stating the complaint has been received, a summary of what the complaint is about, and a commitment to respond within the relevant timescale.

Any complaints should be forwarded to insurance@westberks.gov.uk

Contacts:

Insurance
West Berkshire Council
Market Street
Newbury
Berks
RG14 5LD
Tel: 01635 551111

www.westberks.gov.uk

We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call Finance on Telephone 01635 519174.

West Berkshire Council

Finance

Market Street
Newbury
Berkshire
RG14 5LD

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WBC/F/LR/0220

Making a Claim against the Council for Property Damage or Personal Injury

If you are unhappy with the outcome of your claim



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How the decision is made

All claims against the Council for Property Damage and Personal Injury will be investigated fairly and thoroughly. All claims will be investigated regardless of value.

Once the evidence is gathered, a decision will be made by either the Council or the Council's insurer, via their handling agent, Gallagher Bassett.

All claims are decided on an individual basis.

- We investigate your claim by considering the information you have submitted in the Incident Report Form, together with any additional information such as photos and any previous reports
- The relevant service will investigate the incident circumstances and provide a report into the incident
- We may obtain information from any contractors involved in the incident

The claim will be considered in line with relevant statutes and any case law precedents.

All claimants will be notified of the claim decision in writing.

After the claim decision

We will not normally look at a claim again just because you do not agree with our decision.

The claim will be considered in line with relevant statutes and any case law precedents.

If you have further information that has not been considered before, we may look at the claim again

All information should be forwarded to insurance@westberks.gov.uk

We cannot:

- Give you legal advice and/or advise you on how to proceed with your claim
- Decide an issue of law that can only be decided by a court

You have the right to seek independent legal advice at any time in the claims process.

The Citizens Advice Bureau will be able to assist you with locating a solicitor to consider your claim.

Choosing a solicitor

If you want to take legal action over a personal injury you should consult a solicitor who is a member of the Law Society's personal injury accreditation scheme.

The Law Society can give details of solicitors on these accreditation schemes and can be contacted at:

Email: findasolicitor@LawSociety.org.uk

Website: www.lawsociety.org.uk