

Chief Operating Officer: Claire Taylor
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Website: www.sheffield.gov.uk
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Date: 31st July 2025

Dear [REDACTED]

Complaint Investigation (Stage 2) about Public Consultation Event (Ref number 101000563363)

I am sorry to hear that you feel that our complaint investigation has not resolved your complaint. Sheffield City Council treats all complaints very seriously, therefore your complaint has now been passed to a me as a senior manager for further consideration.

I am writing to acknowledge the receipt of your escalated complaint, which was received on 28 July 2025.

I appreciate you taking the time to bring this matter to our attention, as we are committed to providing excellent service to our residents and take all complaints seriously.

Based on your recent email, I am writing to set out my understanding of your ongoing dissatisfaction. Your email listed 8 concerns:

- Failure to Properly Investigate or Uphold Any Complaint Elements
- Minimisation of Public Intimidation and Emotional Harm
- Dismissal of Officer Misconduct Without Independent Review
- Failure to Address Gaps in Officer Knowledge at Events
- Lack of Transparency and Inadequate Structure Still Unanswered
- Inappropriate Choice of Venue Ignored as a Cultural Barrier
- Failure to Address Legal and Procedural Grounds of Complaint
- General Tone of Dismissiveness and Lack of Accountability

Continued ...

To resolve your complaint, I understand that the outcome you are seeking is:

- That this complaint be escalated to Stage 2 and reviewed by a senior manager not previously involved in this matter.
- That all original points of complaint and this escalation letter are considered in full.
- That legal and procedural breaches be directly addressed.
- That witness accounts, including those beyond Council staff, be sought and reviewed.

I intend to review your complaint and will aim to respond within 20 working days.

If there is any further information you would like to share in relation to the complaint, please do send this through to me at claire.taylor2@sheffield.gov.uk, in order that I can review.

If you have not already informed us of any particular communication needs or other support requirements, please let me know by return.

I have enclosed with this letter, further information which explains the process, however, if you have any questions or wish to provide any additional information regarding your complaint, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'C Taylor', with a stylized flourish at the end.

Claire Taylor
Chief Operating Officer

Reviewing your complaint

When can I expect an answer to my complaint?

We will contact you about your complaint to ensure we understand the issues you are raising and to agree a timescale to answer your complaint.

We will aim to investigate at **Stage 2 of Sheffield City Council's Complaints Policy** and respond back to you within you within **20 working days from the date of this acknowledgement letter**. Some complaints will take longer, if we exceed the timescale, we will tell you why we need longer, and with your agreement we may need to extend our response time by a further 20 working days.

Who will deal with my complaint?

Your complaint will be reviewed by a senior manager.

If you have concerns about who is handling your complaint, or how they are dealing with it, then please let us know.

If your complaint needs an answer from two or more services, we will normally arrange for one service to co-ordinate our response to you.

What will the person investigating my complaint do?

They will keep you informed of progress.

They will usually contact you to find out what your complaint is about, and to discuss what you would like done to put things right.

They will consider all the information you provide; look at our records; talk to relevant Council Officers and identify what service(s) you should have received.

Once the decision is made, you will receive a written response explaining any actions that we will take.

We hope that this will fully resolve your complaint. However, in our response letter we will provide you with information on what you can do next if we have not resolved your complaint. If you require any more information, please talk to the person reviewing your complaint.