

## **What happens when I make a complaint about unsafe working practices?**

When a complaint is made we will check that the complaint relates to a work activity where the local authority is responsible for enforcing the health and safety legislation. We will also seek to identify from the information provided:

- Who is responsible for health and safety at the location of the complaint
- Who is at risk of injury or ill health or has no adequate welfare facilities
- What injury or ill health could result and how likely is this?

An officer will assess your complaint and place it into one of the following categories in accordance with the Work Well Gloucestershire's complaints procedure:

- Red – serious risk and an officer will follow it up as a high priority normally making contact within 24 hours of receipt
- Amber – significant risk and an officer will follow it up within 5 days of receipt
- Green – low risk and it will not be followed up by the local authority