

Enquiries to: [REDACTED]  
Tel: 01473 260910  
Email: [customerrights@suffolk.gov.uk](mailto:customerrights@suffolk.gov.uk)  
Date: 5 January 2021



[REDACTED]  
By Email  
[REDACTED]

Dear [REDACTED]

I am writing to you at Stage 2 of our corporate complaints' procedure with regards to your complaint reference C/20/53.

An investigation into your complaint has been conducted by our customer rights team. In addition to your original concerns, a review of how your complaint has been managed has also taken place by our Complaints Manager, this has been provided under separate cover.

I appreciate the frustrations of you and the residents with regards to the traffic congestion in Moreton Hall, Bury St Edmunds. It is clear from the correspondence that you and residents have spent considerable time collating information and putting forward potential solutions which you believe will ease traffic in the area.

Having reviewed the original response and analysed the matter with the Head of Transport Strategy the investigation concluded that the Stage 1 response sought to address the points you had raised acknowledging the existing issues in the area and explaining what action could be taken if funding allowed. In conclusion, whilst I do not question the impact of HGVs and other traffic congestion in the Moreton Hall area, I am satisfied that our published transport strategies ([Bury St Edmunds Transport Strategy](#) and [Suffolk's Local Transport Plan 2011-31](#)) address these and disagree that there are other interventions the council should be undertaking. Unfortunately, the solutions you have put forward are not achievable given current budget constraints and would not necessarily be line with the published strategies.

We have now completed our consideration of your complaint. This is our final position, based on the information we have.

You can now ask the Local Government and Social Care Ombudsman (the Ombudsman) to review your complaint. You have up to 12 months to do this, starting from the date you first knew about the matter you complained about, not from the date of this letter.

The Ombudsman looks at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. It investigates matters fairly and impartially and is free to use.

There are some matters the Ombudsman cannot or will not investigate. In these cases, it will explain clearly the reason for its decision.

The Ombudsman's contact details are below. You will need to provide it with a copy of this letter, and our earlier responses to you, so it can consider your complaint.

**Contact**

Website: [www.lgo.org.uk](http://www.lgo.org.uk), you can find the online complaint form [here](#)  
Telephone: 0300 061 0614

Alternatively, the offer to meet with you to discuss the matter still stands. If you would like to proceed then please email  to arrange a convenient time.

Yours sincerely



Executive Director  
Growth Highways and Infrastructure