



COMPLAINTS POLICY

Policy Title: Complaints Policy	Ref: CWEP011
Date: March 2017 Version 2	

INTRODUCTION

C&W LEP views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at C&W LEP knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

DEFINITION

A complaint is an expression of dissatisfaction, however made, about the standard of Service, action or lack of action by the Cheshire and Warrington Local Enterprise Partnership (LEP), its staff, or Service Delivery Partners (SDPs) or agents providing services on behalf of the LEP affecting an individual Service User or a group of Service Users.

HOW TO COMPLAIN (STAGE 1):

Firstly contact us using the methods below, providing as much detail as possible and including a postal and e-mail address or alternative means of contacting you:

Email: info@871candwep.co.uk

Write to:

Cheshire and Warrington LEP Office Manager
Richmond House
Gadbrook Park
Rudheath
Northwich CW9 7TN

Most complaints usually arise as a result of a misunderstanding and so can usually be resolved upon a first contact basis. We'll aim to provide you a response to your complaint within **14 calendar days** of you raising your expression of dissatisfaction. If a complaint is in regards to one of our SDPs we will confirm receipt of the complaint and forward it to the respective SDPs wherein we may notify all parties that the specific SDPs take over all responsibility of responding to the complainant, dependent upon the nature of the complaint.



If no further correspondence is received from the complainant within **7 calendar days** of the response being issued, or if the complainant responds confirming acceptance of the initial outcome, the complaint will be closed as resolved.

APPEAL (STAGE2):

If you are unhappy with the way your complaint was dealt with, or the outcome that was delivered, please contact:

Cheshire and Warrington Chief Executive
Richmond House
Gadbrook Park
Rudheath
Northwich CW9 7TN
Tel: 01606 812280

He/she will review your complaint and the initial action taken and advise you of the outcome in writing, within 30 calendar days.

CHESHIRE AND WARRINGTON LEP BOARD (STAGE3):

If you are still unhappy following our final response you can then put your complaint to the Local Enterprise Partnership Board. At this stage our response and outcome will be final.