



5.0 Complaints Policy and Procedure

We aim to provide the best possible service but sometimes things can go wrong. We take complaints very seriously so if any of our service users aren't happy we'll look into their complaint immediately and follow up with an appropriate course of action.

How to complain about Northamptonshire Enterprise Partnership

We are committed to providing accessible and responsive service to businesses and all our partners. If the service you have received is not up to the appropriate standard, please send us your complaint or comments. We will take them seriously. We give all our staff guidance on how to deal with complaints. Most complaints usually arise as a result of misunderstanding and so can usually be resolved upon a first contact basis. We'll aim to provide a response to your complaint within 15 working days of you raising your expression of dissatisfaction.

How to make your complaint

You can make your complaint, which will be dealt with confidentially, in writing to us at the contact details below:

- Email: info@northamptonshireep.co.uk
- Write to: Chief Executive
Northamptonshire Enterprise Partnership
Enterprise House
30 Billing Road
Northampton
Northamptonshire
NN1 5DQ

We need the full details of the issue and people you are complaining about. This will help us address your concerns within our 15 day target. We need to know:

- The department and contact name (if you have one)
- Whether this is an original complaint or follow up to a previous reply
- What happened
- What you would like us to do to sort things out
- Your full postal address, phone number and email address





What happens next?

The Chief Executive will pass your complaint to the relevant person in the department and will work with that person to ensure that you are given a satisfactory response within 15 working days. When we can't do this we will explain why and give you a date by which you can expect a full reply.

If you are not satisfied with our reply

You should, write to us again asking the Chief Executive to investigate your complaint further and tell us why you are not satisfied with our response.

If you are still not satisfied

If you are still not satisfied you should write to us again, asking for a review of the decision made by the Chief Executive. This review will be undertaken by the Chairman of Northamptonshire Enterprise Partnership.

Users Views

We improve our services by listening and responding to your views. We also welcome any comments or suggestions on our complaints procedure, to make sure it works as efficiently and effectively as possible. Please send these to the Chief Executive at the address above.

This document is available on our website. Please ask if you would like a copy of this document in large print.



