



## **COMPLAINTS POLICY, PROCESS AND PROCEDURE**

Complaints occur when any of our members and/or customers feel that the Chamber has not acted properly or fairly whilst dealing with them and want to tell us about it.

### **RESPONSIBILITY**

Overall responsibility for this policy and its implementation lies with the Company Secretary and as such the decision to implement the process and procedure outlined below will be at their discretion.

### **POLICY**

To ensure the Chamber gives the highest quality of service to all our members and customers and to provide the opportunity for them to receive a fair investigation of any complaint, this policy outlines the procedures which will be followed by the Chamber in the case of a complaint being made.

### **PROCESS**

In order for a process to be effective our members and/or customers need to know about it and how to access it. The Chamber's Senior Management Team are fully aware of the Complaints Policy, Process and Procedure and when a complaint is received they will take immediate action to ascertain the following details:-

- Name of Complainant.
- Company.
- Contact details – including address, telephone number and email.
- Details of complaint – including date of incident.

### **PROCEDURE**

The Company Secretary will immediately advise the Chief Executive and record the complaint on the Complaints Register (see Appendix 1). The complaint will also be acknowledged in writing or by email within 3 working days.

Relevant Managers will then undertake an initial investigation in conjunction with the individual making the complaint within 7 working days of receipt of the complaint. In doing so attempts will be made with the complainant to find an acceptable solution to any outstanding issues raised by the complaint.

If the complaint cannot be resolved, the Company Secretary will formally advise the Chief Executive of the current situation. At this point the Company Secretary will give instructions for any members of staff criticised in the complaint to be notified of the complaint formally together with any relevant procedural information in the staff manual that may apply such as disciplinary procedures or grievance procedures.

A panel consisting of the relevant Manager and Company Secretary may then be formed to take full details from all parties concerned and after all evidence is collected, will formally make a judgement on whether or not the complaint was factually justified. All relevant parties involved will receive written notification of the decision within 7 working days from date of the complaints panel's investigation.

If any party is dissatisfied with the outcome, the Chief Executive will be appraised of the situation and will act as final arbiter.

The Chamber's Complaints Policy, Process and Procedure applies to all staff, members and customers of Hull & Humber Chamber of Commerce.

### **REVIEW**

A review of the process and summary of complaints received within will feature as a regular agenda item at Management Team meetings. A review at the summary level has the potential to identify trends and thus areas for potential improvement. It can also be used as an indicator of organisational performance.