

COMPLAINTS POLICY AND PROCEDURE

Policy

The North Staffordshire Chamber of Commerce and Industry is committed to providing the highest standards of service. Feedback, both good and bad, is welcomed as an opportunity to improve.

All complaints are forwarded to the Chief Executive who ensures that they are investigated thoroughly, within specified deadlines, and that swift and effective action is taken wherever appropriate to address issues raised. The Chamber aims to resolve all complaints within three weeks of receipt.

The Chamber's Board and Management Team consider, on a quarterly basis, details of complaints which have been received, action taken as a result and speed of response.

Procedure

1. All complaints should be addressed to the Chief Executive who can be contacted by post at Commerce House, Festival Park, Stoke on Trent ST1 5BE, by telephone on 01782 202222, or by email at gailmachin@nsccl.co.uk
2. Complaints will be acknowledged by the Chief Executive within three working days of their receipt.
3. The Chief Executive will pass the complaint to the relevant Senior Manager to investigate the issues raised and advise of any action which needs to be taken.
4. The Chief Executive will advise the complainant of the outcome of his/her complaint within three weeks of its receipt.
5. All complaints will be recorded in the Chamber's Complaints Log and the Chief Executive will prepare a quarterly report for the Management Team and Chamber Board which will include the number and type of complaints received, resultant action and speed of response.