

COMPLAINTS POLICY AND PROCEDURE

REVISION HISTORY

Issue Number	Date	Changes Made	Owner	Approved By
1	06.08.09		LAS	DC

Complaints Procedure

At **Black Country Chamber of Commerce** we endeavour at all times to deliver a professional, caring and courteous service to all our customers.

If you feel we have not lived up to this promise or if you feel we can improve or enhance our existing services we would like to hear from you.

Our customer Complaint Procedures is available on our website.

If you have a comment to make regarding our service you can write to or email the Chief Executive at the address below. Your comment is important to us and you will receive a written response.

What will happen when you complain?

Black Country Chamber of Commerce standards of service are set out in our customer charter.

While we work hard to provide a high quality service to our customers, we are aware that sometimes you may feel you did not receive as good a service from Black Country Chamber of Commerce as you expected. As a result, and in keeping with our standards, we have in place a Customer Complaints Procedure.

Our standards for dealing with complaints

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implications for your dealings with our organisation.
- We will apologise for any mistake, explain what happened and put it right where ever possible.
- We will change the way we do things to avoid making the same mistake in the future.

Complaints Procedure

- Stage one

If you are dissatisfied with some aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a manger who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible.

- Stage two

If the first response is not satisfactory, you can write to or email the complaints officer at head office. We will investigate further and you will receive a response within 10 working days from when we receive your letter or email. We will also tell you the name of the manager of the department if you want to take your complaint further.

- Stage three

If the second response is not satisfactory, you can then write to or email the Chief Executive of the organisation. The Chief Executive will look into your case and make a detailed investigation. Again you will receive a response within 10 working days from when we receive your letter.

The address to write to is: Black Country Chamber of Commerce, Chamber of Commerce House, Ward Street, Walsall. WS1 2AG

or email 'The Complaints Officer' or 'The Chief Executive' at info@blackcountrychamber.co.uk

This policy has been approved & authorised by:

Name:	
Position:	
Date:	
Signature:	