



Compliments, Comments and Complaints Policy

Date: March 2019

The Cornwall and Isles of Scilly Local Enterprise Partnership (CIO S LEP) welcomes all general enquiries. We would also like to hear from you if you have a suggestion on how we can improve, or if you have been particularly happy with anything that the CIO S LEP has undertaken.

You can make an enquiry to the CIO S LEP using the following contact details:

Tel: 01872 224214

Email: info@cioslep.com

By post: PO Box 723, Pydar House, Pydar Street, Truro, TR1 1XU

If you have a compliment in relation to the service you have received from the CIO S LEP, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them. Comments received by the CIO S LEP will be logged and reviewed regularly in order to help inform ways in which we can improve.

Business Support Enquiries

If you are seeking business support to help start or grow your business please contact the Cornwall and Isles of Scilly Growth Hub – contact details can be found following the link below www.ciosgrowthhub.com

Media Enquiries

Any media enquiries for the CIO S LEP should be directed to the CIO S LEP's PR agency. Contact details can be found on the LEP website - www.cioslep.com/news/lep-press-releases

Complaints

We are committed to providing the best possible service to stakeholders for the benefit of Cornwall and Isles of Scilly. However, if we get it wrong, we would like to

know about it and we will try our best to put things right as quickly as possible. We endeavour to deal with complaints promptly and fairly and we will try to resolve any mistake or misunderstanding as soon as possible. If you are not happy with any aspect of the activities of CloS LEP and wish to complain, we have developed the complaints procedure outlined below.

What is a complaint?

An expression of dissatisfaction, however made, by you as a customer or a group of customers about the CloS LEP's action or lack of action or about the standard of service.

What should I do if I want to make a complaint to the CloS LEP?

Stage one:

Write to us at the contact details listed above explaining with 'Complaint' stated clearly as the subject of your contact and then detailing the basis of your complaint. We can usually resolve mistakes and misunderstandings quickly and informally at this stage. We will acknowledge receipt of your complaint and aim to respond within 10 working days. If we are unable to respond within this timeframe, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

Stage two:

If you are not satisfied with the response provided at stage one, you can escalate your complaint in writing, (by email or letter) to the Chief Executive of CloS LEP.

You should include details of which parts of the response at stage one you are not happy with. The Chief Executive will investigate your complaint and aim to respond to you within 20 working days. If the investigation takes longer than this, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

Stage three:

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.

Does CloS LEP deal with all complaints in this way?

The above process covers the general complaints procedure for CloS LEP. Complaints or enquiries in relation to CloS LEP's accountable body (Cornwall Council) will need to follow standard local authority procedures. Further details on Cornwall Council's policies can be found at: www.cornwall.gov.uk/council-and-democracy/listening-and-learning-compliments-comments-and-complaints/

The LEP is aware that the organisation's ordinary complaints procedure may not be suitable if someone wants the complaint to remain confidential. If you would like to make a confidential complaint, please follow the LEP's [confidential reporting procedures](#).