



## **Somerset Chamber of Commerce Complaints Policy and Procedure**

### **Complaints Policy**

Somerset Chamber of Commerce is committed to providing a high-level service to our customers. If you do not receive satisfactory service from us, we would ask that you let us know to help us to improve our standards.

### **Complaints Procedure**

If you have a complaint, please contact our Operations Manager 01823 444924 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Somerset Chamber of Commerce. You can write to us at: Somerset Chamber of Commerce, Equity House, Blackbrook Park Avenue, Taunton TA1 2PX.

### **Next steps**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our database within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. We will then invite you to meet with us to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. We will do this within 5 days of completing her investigation.
7. At this stage, if you are still not satisfied you can write to the Chairman of the Board, Somerset Chamber of Commerce, Equity House, Blackbrook Park Avenue, Taunton TA1 2PX. If we need to change any of the time scales above, we will let you know and explain why. Note: In any event, we will comply with any statutory procedures that may relate to your complaint.