



COMPLAINTS AND APPEALS PROCESS

The Chamber aim to offer you the best possible service, but there may be occasions when you feel you have cause for complaint.

If so, we will always try to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you have the right to take your complaint further through our complaints procedure.

The person you first raise the matter with will usually be able to help, but if you do not know who to contact, you can write to:

Lucy Robinson
Director of Resources
East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire)
Commerce House
Millennium Way
Dunston Road
Chesterfield
S41 8ND
Tel: 0333 320 0333 Ext 2237
Email: complaints@emc-dnl.co.uk

We will then arrange for the correct person to look into and respond to your concerns. Your complaint will be acknowledged within three working days of receipt and the Chamber will aim to resolve your complaint within fourteen working days.

If your complaint is with regard to Work Programme and has not been resolved, this will be escalated to the relevant prime contractor for investigation who, if they cannot resolve the dispute, will refer it to the Independent Case Examiner (ICE) for mediation.

If the dispute cannot be resolved by mediation, the ICE will conduct a full investigation. In the unlikely event that you remain unhappy, you can ask for our complaint to be referred back to our Director of Resources for further review. The Director of Resources will consider your complaint and, where necessary, pass on the details to the most suitable regulatory body for arbitration.

Following our complaints procedure does not affect your legal rights.