

COMPLAINTS AND APPEALS

Chamber complaints

The Chamber aims 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 whom to contact you can email quality@emc-dnl.co.uk or write to:

Lesley Dexter, Executive Support Manager & Company Secretary
East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire)
Commerce House, Millennium Way, Dunston Road
Chesterfield
S41 8ND

We will then arrange for the right person to review the complaint and respond to your concerns.

Your complaint will be acknowledged within three working days of receipt, together with a time scale for resolution.

The Chamber will aim to resolve your complaint within 14 working days.

If the dispute cannot be resolved by mediation, the Independent Case Examiner (ICE) will conduct a full investigation.

In the unlikely event that you remain unhappy, you can ask for your complaint to be referred to the Director of Resources for further review. The Director of Resources will consider your complaint and where necessary pass on your details to the most suitable regulatory body for arbitration.

Following our complaints procedure does not affect your legal rights.

For Work and Health Programme complaints

The Chamber's complaints process will be followed.

If complaining in regard to the Work and Health Programme and your complaint has not been resolved, this will be escalated to the relevant prime contractor for investigation. If they cannot resolve the dispute, it shall be referred ICE for mediation.

For Apprenticeships complaints

In the event that any party wishes to express concerns or complaints regarding an Apprenticeship that cannot be resolved by your Tutor/Assessor/Training Adviser, these

should be escalated to the Skills & Apprenticeship Quality Manager in line with the Apprenticeships Complaints Policy and Procedure.

[Please click here](#) to view the Apprenticeships Complaints Policy and Procedure.

This policy has been approved by the Chief Executive.

Signed:

A handwritten signature in black ink, appearing to read 'SKnols'.

Title: Chief Executive

Date: January 2019