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 complaint's 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 Young, 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 always aim to resolve your complaint within 14 working days.

If the dispute cannot be resolved by mediation, our 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 to ICE for mediation.

This policy has been approved by the Chief Executive.
Signed:

Title: Chief Executive
Date: January 2026