

# Dorset Local Enterprise Partnership

## Enquiries & Complaints Policy

July 2022

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## 1. Enquiries, Complements, Complaints and Confidential Complaints

This policy sets out Dorset LEP's policy on enquiries, complements and complaints.

## 2. Enquiries

- 2.1. Dorset 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 any part of the service that you have received from our team. The team work hard and where you have received outstanding service, we would love to hear about it.
- 2.2. You can make an enquiry to Dorset LEP using the following contact details:
  - **Website:** <http://dorsetlep.co.uk/contact/>
  - **Post:** Dorset Local Enterprise Partnership, 6<sup>th</sup> Floor, Poole House, Fern Barrow, Poole, Dorset, BH12 5BB
  - **Phone:** +44 (0) 1202 965868
- 2.3. All members of the Dorset LEP team will do their best to respond to enquiries promptly. All enquiries made to the above will be responded to within ten working days of receipt. However, should you send your enquiry to any other point of contact we cannot guarantee that you will receive a response within these timescales.
- 2.4. All comments received by Dorset LEP will be logged and reviewed regularly so that they can inform our future service. If you have a compliment in relation to service received by Dorset LEP, please include the name of any relevant members of the team so that we can ensure that your feedback reaches them.
- 2.5. Any media enquiries should be directed to:
  - **Email:** [DorsetLEP@bournemouth.ac.uk](mailto:DorsetLEP@bournemouth.ac.uk)

## 3. Complaints

- 3.1. Dorset LEP aims to provide the best possible service. We take complaints very seriously and have a clearly defined Dorset LEP complaints procedure.
- 3.2. A complaint may be submitted if we have not followed agreed policies, procedures or legal obligations; if a member of staff has been unhelpful or insensitive in their dealings with you; we have not responded or taken an unreasonable amount of time to answer a query or request.
- 3.3. A complaint may not be submitted if you disagree with a decision of the Dorset LEP Board or committees or any decision which has been delegated by the Board to the Director.
- 3.4. Members of staff should use the grievance procedure for complaints.
- 3.5. Anonymous complaints must follow our [Whistleblowing Policy](#).
- 3.6. We aim to address complaints quickly and fairly and we will try and resolve any mistake or misunderstanding straight away.
- 3.7. Before making a formal complaint, we always encourage an informal approach directly via email or a phone call with the member of staff you have been dealing with, as often misunderstandings can be best resolved this way.

## 4. What should I do if I want to make a formal complaint to Dorset LEP?

### 4.1. Stage One

- 4.1.1. You should write to the member of the team that you have been dealing with and explain your complaint, stating which category this falls into as under 3.2. The email should be sent to [DorsetLEP@bournemouth.ac.uk](mailto:DorsetLEP@bournemouth.ac.uk)
- 4.1.2. We will acknowledge your complaint in ten working days. We will then investigate your complaint and respond within ten working days; if we cannot meet these timescales, we will let you know when you can expect a response.
- 4.1.3. If no response from the complainant is received within five working days of the response being issued, or if the complainant responds confirming acceptance of the outcome, the complaint will be closed as resolved.
- 4.1.4. Where it is found that we have followed agreed policies, procedures or legal obligations, we consider the matter closed.

### 4.2. Stage Two

- 4.2.1. If the response provided at Stage One has not addressed your complaint, you can escalate your complaint to the Dorset LEP Director via the following email: [DorsetLEP@bournemouth.ac.uk](mailto:DorsetLEP@bournemouth.ac.uk)
- 4.2.2. At this stage your complaint must provide details of which parts of the Stage One response were not answered satisfactorily.
- 4.2.3. We will investigate and respond back to you within ten working days. If we cannot meet these timescales, we will let you know when you can expect a response.
- 4.2.4. If no response from the complainant is received within five working days of the response being issued, or if the complainant responds confirming acceptance of the outcome, the complaint will be closed as resolved.

### 4.3. Stage Three

- 4.3.1. If the response provided at Stage Two has not addressed your complaint, you can escalate your complaint to the Chair of Dorset LEP via the following email [DorsetLEP@bournemouth.ac.uk](mailto:DorsetLEP@bournemouth.ac.uk), who will carry out a full review of your complaint. You must explain which parts of the Stage Two response were not answered satisfactorily and what outcome you expect from a further review.
- 4.3.2. A response will be issued within 28 working days. An investigation may take longer than this but if it does, we will explain the reasons why and let you know when you can expect a full reply.
- 4.3.3. If no response from the complainant is received within five working days of the response being issued, or if the complainant responds confirming acceptance of the outcome, the complaint will be closed as resolved.