



Enquiries, Compliments and Complaints Policy

Stoke-on-Trent and Staffordshire
Enterprise Partnership

March 2015

The Stoke-on-Trent and Staffordshire LEP (SSLEP) 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 you received from the SSLEP

You can make an enquiry to the LEP at the following contact details:

- 01785 276630
- contactus@stokestaffslep.org.uk
- Enquiries
SSLEP
No1 Staffordshire Place
Stafford
ST16 2DH
- Contact Us – www.stokestaffslep.org.uk

All members of the SSLEP team will do their best to respond to enquiries promptly. However, should you send your enquiry to any point of contact at the SSLEP other than the above; we cannot guarantee that you will receive a response.

Please note that the SSLEP receives a large number of emails, letters and phone calls each day and we will try to reply to you as quickly as possible. However, please note that general enquiries, including emails, are dealt with in the order in which they are received.

We will respond to your written enquiry within 5 working days of receipt.

If you leave a voice message at the SSLEP, we will call you back within 5 working days of the message.

If your enquiry is in relation to general business support and where you can go to get help in growing your business you may wish to contact the Business Helpline directly. This is the SSLEP's "One-Stop-Shop" for business information, loans, grants, advice and support.

- businessenquiries@stokestaffslep.org.uk
- 0300 111 8002

Comments received by the SSLEP will be logged and reviewed regularly in order to help inform how we can improve.

If you have a compliment in relation to service received by the SSLEP, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them.

Media Enquiries

Any media enquiries for the SSLEP should be directed to:

Email: contactus@stokestaffslep.org.uk

Invitations

If you would like to invite the SSLEP to attend an event you are holding, or invite one of our Board Members to speak at an event, please send as much information as possible on the event to us in writing at the following address:

contactus@stokestaffslep.org.uk

We will acknowledge your invitation and let you know when we will be able to respond. Please note that the SSLEP receives a large number of invitations to speak at events and, whilst we will always try to accommodate event invitations, this will not always be possible.

If you would like a SSLEP Board Member to speak at an event you are running, it is recommended that you contact us with as much advanced notice as possible.

Complaints

We aim to provide the best possible service to customers for the benefit of the entire Stoke-on-Trent and Staffordshire region. However, if we get it wrong, we want to know about it and will try to put things right as quickly as possible.

Our aim

We take complaints very seriously. While we try to provide a good service, we know that sometimes things go wrong. We have developed a complaints procedure in response to this.

We aim to sort out complaints quickly and fairly and we will try to sort out any mistake or misunderstanding straight away. Sometimes it may take longer, but we will tell you how long it will take.

What we learn from complaints

We keep records of all the complaints we receive and monitor them regularly. This helps us to:

- identify areas of service where we need to make changes and improvements; and
- make sure we are dealing with complaints effectively and consistently.

What should I do if I want to make a complaint to the SSLEP?

- **Stage one**

The people who can best deal with a complaint are those who provide the service. You should speak or write to the member of the team that you have been dealing with and explain the reasons you are unhappy with the SSLEP. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

We will acknowledge your complaint in five working days. We will investigate your complaint and we will respond within 20 working days. If we cannot do this, we will let you know when you can expect a reply.

Our response will include details of who to complain to if you are not happy with the response at stage one.

- **Stage two**

If you are not happy with the response provided at stage one, you can complain to the LEP senior management team at:
chair@stokestaffslep.org.uk

It is best to let the manager know which parts of our response at stage one you are not happy with and what you expect from a further review.

We will investigate your complaint and a member of the senior management will respond to you within 15 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.

- **Stage three**

If you're still not happy. We can convene a panel of three LEP Board members who have not been involved in the issue to consider your complaint and propose a response.

Do we deal with all enquiries and complaints in this way?

No. We cannot investigate your complaint if it is something you knew about more than 12 months before contacting us for the first time. However, we may make an exception in some circumstances.

The above process covers the general complaints and enquiries procedure for the SSLEP. We have separate procedures for a number of areas as follows:

- Complaints in relation to specific funding programmes which you may be involved in will, generally, follow the same process as outlined above. However, there may be some differences to this procedure, including the relevant evaluation panel reviewing your complaint and in these cases, if there are differences to the above procedure, the appropriate process for complaints will be notified in the relevant guidance document for the funding stream to which you are applying
- Complaints or enquiries in relation to the SSLEP's accountable bodies (Stoke-on-Trent City Council and Staffordshire County Council) will need to follow standard Council procedures. This will include enquiries such as Freedom of Information Requests. Further detail on the Councils' policies can be found at:
 - [Staffordshire County Council Compliments, Comments and Complaints](#)
 - [Stoke-on-Trent City Council Customer Feedback](#)
- Any complaint regarding the conduct of Board Members or associated governance processes (e.g. meeting process) should be sent directly to the LEP Chairman at: chair@stokestaffslep.org.uk,

essentially commencing the complaints process at Stage Two. Any complaints regarding the conduct of the LEP Chairman should be marked for the attention of the Partnership Manager and sent to contactus@stokestaffslep.org.uk

Who can help me make a complaint?

If you would like help making a complaint, you can contact your local councillor or MP. You can also get help from a specialist advice agency or organisation which represents people, such as a citizens advice bureau (CAB).