



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 whom to contact you can:

- Telephone information on 0333 320 0333
- write to our Director of Resources:
 - Lucy Robinson
 - East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire)
 - Commerce Centre
 - Canal Wharf
 - Chesterfield
 - Derbyshire
 - S41 7NA
- email us at complaints@emc-dnl.co.uk

We will then arrange for the right person to look into 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 resolve your complaint within fourteen working days.

If complaining in regards to Work Programme and your complaint has not been resolved, this will be escalated to the relevant prime contractor for investigation who, if they cannot resolve the dispute, shall 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 your 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 your details to the most suitable regulatory body for arbitration.

Following our complaints procedure does not affect your legal rights.