

DORSET LOCAL ENTERPRISE PARTNERSHIP

COMPLAINTS PROCEDURE

The Dorset Local Enterprise Partnership (LEP) defines a complaint as **an expression of dissatisfaction which merits a response**.

Every reasonable effort will be made to deal promptly and efficiently with all complaints, to investigate them thoroughly and objectively and to seek to resolve them satisfactorily. Complaints will be dealt with positively and constructively. If a complaint is upheld, the Dorset LEP will seek to provide a reasonable and appropriate response and will correct any mistakes or misunderstandings and will take any other action as appropriate. If a complaint is not upheld then reasons for the decision will be given.

The Complaints Procedure has two stages.

- 1) **Stage One:** Any complaints should be made initially to the Dorset LEP Director (Lorna Carver) in writing, either by email or letter. The Dorset LEP Director will send an acknowledgement within seven days of receipt of the complaint. This timescale may need to be extended during holidays.
- 2) The Dorset LEP Director will then investigate the complaint and provide a response within 30 working days, although this timescale may need to be extended during holidays. If the complainant is dissatisfied with the outcome of Stage One they may proceed to **Stage Two**.
- 3) **Stage Two:** The complainant should write to the Chair of the Dorset LEP (Jim Stewart), within **10 working days** of the date of the Stage One response. The complainant should explain what the complaint is and why they are not happy with the outcome of Stage One.
- 4) The Chair of the Dorset LEP will then investigate the complaint and provide a response within 30 working days, although this timescale may need to be extended during holidays.
- 5) Where the 30 working days deadline cannot be met, the complainant will be informed of the reason for delay and kept informed of progress.