

## Complaints Policy

Updated: 04/04/17

### Introduction:

The Skills & Growth Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at the Skills & Growth Company knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a complaint

A complaint is an expression of dissatisfaction, however made, about the standard of Service, action or lack of action by the Skills & Growth Company (LEP), its staff, or Service Delivery Partners or agents providing services on behalf of the company affecting an individual Service User or a group of Service Users.

If the complaint refers to services undertaken on behalf of Cheshire East Council then they will also be subject to the local authority complaints procedure.

If the complaint refers to services undertaken on behalf of Cheshire East Council then they will be subject to the local authority complaints procedure.

### Process for dealing with a complaint

#### HOW TO COMPLAIN (STAGE 1):

Firstly contact us using the methods below, providing as much detail as possible and including a postal and e-mail address or alternative means of contacting you:

Email: [info@skillsandgrowth.co.uk](mailto:info@skillsandgrowth.co.uk)

Write to:

The Skills & Growth Company Office Manager

Sandbach Enterprise Centre  
Wesley Avenue  
CW11 1DG

Most complaints usually arise as a result of a misunderstanding and so can usually be resolved upon a first contact basis. We'll aim to provide you a response to your complaint within **14 calendar days** of you raising your expression of dissatisfaction.

If a complaint is in regards to one of our service delivery partners, or Cheshire East Council we will confirm receipt of the complaint and forward it to the respective party wherein we may notify all parties who will take the over all responsibility of responding to the complainant, dependent upon the nature of the complaint.

If no further correspondence is received from the complainant within 7 calendar days of the response being issued, or if the complainant responds confirming acceptance of the initial outcome, the complaint will be closed as resolved.

**APPEAL (STAGE2):**

If you are unhappy with the way your complaint was dealt with, or the outcome that was delivered, please contact:

The Skills & Growth Company Managing Director  
Sandbach Enterprise Centre  
Wesley Avenue  
CW11 1DG  
01270 686170

He/she will review your complaint and the initial action taken and advise you of the outcome in writing, within 30 calendar days.

**Skills & Growth Board (STAGE3):**

If you are still unhappy following our final response you can then put your complaint to the Skills & Growth Company Board. At this stage our response and outcome will be final.

: