

## PENINSULA ENTERPRISE CUSTOMER COMPLAINTS PROCEDURE Customer Guidance

### Purpose

- Peninsula Enterprise is always interested in the views of customers about the quality of our services.
- We **will** listen carefully to any views that are put forward and where problems are identified we **will** take remedial action.

### Our Commitments

- We will respond to all complaints promptly.
- We will seek to achieve a mutually acceptable outcome for all parties connected with the complaint.
- No individual or company shall be disadvantaged as a result of making a complaint.
- We will act as the agency responsible for investigating all complaints against the Business Link service.
- If, following the investigation of the complaint, it is not possible to reach resolution, we will confirm this position, in writing, to the customer.

### Procedure

In order to clarify and resolve the complaint we encourage all customers to use the following procedure:

1. Anyone with a concern about our procedures or service may wish to try to resolve the matter quickly by telephone on 0845 600 9966.
2. A **formal** complaints process can be entered into via the completion **and submission** of the **Customer Complaint Form**. **The Form, and a copy of this complaints procedure**, can be requested by telephone on 0845 600 9966 or downloaded from our website: [www.blpeninsula.co.uk](http://www.blpeninsula.co.uk)
3. **Submit the Customer Complaint Form** by email or post. **We** aim to send an initial acknowledgement of receipt within 3 working days and a full response within 10 working days. If we cannot respond fully within 10 working days, we will keep **the customer** informed on the progress of our investigation.
4. We will investigate the complaint in full and liaise with **the customer**, throughout the investigation. We will ensure fairness and impartiality in the investigation of **the** complaint and provide a full explanation of the procedure and outcome in writing.
5. If **the customer is** still dissatisfied having followed all the stages of the complaints procedure, details of **the** complaint should be sent to the Chief Executive who will ensure that the matter is fully and properly considered. This should be sent to:

The Chief Executive, Peninsula Enterprise, Units 3-4, Cranmere Court,  
Lustleigh Close, Matford Business Park, Exeter, Devon EX2 8PW

## Process

1. The member of staff who is most directly involved with the complaint will first be given the opportunity to investigate and resolve the complaint under the supervision of their Senior Manager.
2. If Peninsula Enterprise is unable to satisfactorily resolve the complaint, we will confirm this to **the customer** in writing.
3. Any complaint against a Director, or Chief Executive of Peninsula Enterprise, will be investigated by a **panel of three selected from executive and non-executive officers of Serco Regional Services or Serco TTI\***. The members of the panel will be advised to **the customer**.

## Post Investigation

Where corrective action is possible to resolve the complaint, this **will be** undertaken in full agreement and co-operation with the complainant.

We will learn from **the** complaint and review working practices accordingly. Where this results in Peninsula Enterprise changing the way we operate we will keep **the customer** informed.

## Protocols

All parties during the process will agree to conduct the proceedings in an open, judicious and respectful manner. This will include:

1. Requesting meetings by appointment only.
2. Communicating directly with each other, or where appropriate, via a recognised intermediary.
3. All interactions will be formally recorded and agreed as a true record by all parties.
4. The proceedings will deal in facts and not be influenced by personalities and subjective views.

\*Peninsula Enterprise delivers the Business Link service for Cornwall and the Isles of Scilly, Devon and Somerset and is a business unit of Serco Regional Services Limited (SRS). The Management entity in which Serco Regional Services Limited sits is Serco TTI (Technology, Transfer and Innovation).