



Equality Enterprise Policy on complaints and comments

Last reviewed: 01/09/20

Next Review: 01/09/21

At Equality Enterprise most of our service users are very satisfied with the service they receive, and we have made provision for service users to provide compliments on our services. Like any organisation, however, there are occasions where people feel they would like to make a formal complaint or simply to comment on our services. All complaints and comments will be handled in a professional and non-confrontational manner. In the first instance we will aim to resolve the issue informally and recommend discussing the problem or complaint with the Equality Enterprise member of staff involved.

But if this is not satisfactory then the formal complaint procedure is followed:

- Service users who wish to comment or complain about our services can email support@equalityenterprise.co.uk. Any service users who are unable to submit their complaint via e-mail can call us on 02037252000.
- Once the complaint has been received an initial e-mail will be sent identifying receipt of the complaint within 24 hours of receipt of the complaint.
- Complaints and comments are recorded, and we aim to respond to the complaint within 10 days. If the issue requires further investigation and we are unable to respond within 10 days, the service user will be advised of progress made and a revised response date.
- A written response to the complaint will then be completed and sent to the service user

The time limit for making a complaint is six months from the date on which the incident concerned took place and is dealt with by the Director of Equality Enterprise.

Service Users are offered an appointment with our Director as part of the complaint investigation process at the beginning of the process and when the complaint has been received and again following investigation. In addition to offering a meeting the service user also receives a written response.

Occasionally complaints are received which are malicious or vexatious, for example multiple complaints from the same person about the same or similar issues. In some circumstances Equality Enterprise will refuse to respond any further (or at all) to such complaints and will advise the named contact at the HEI.

Service users who are unhappy with the response to their complaint can contact the University and follow the complaints procedure or contact SFE and follow the complaints procedure.

Information on this will be provided to the service user as part of the written response.