

ENTERPRISE EUROPE NETWORK LONDON COMPLAINTS PROCEDURE



Business Support on Your Doorstep

Scope & Principles

All partners delivering Enterprise Europe Network London are committed to providing high quality services and we welcome your suggestions and recommendations for improvement.

To support our commitment to improving the quality of the services we deliver, we have adopted a complaints procedure which covers all the activities provided by us.

The principles on which our complaints procedure is based are:

- We will always seek a mutually agreeable solution to complaints where possible;
- Our procedure will be publicised and GLE, as lead partner, will promote open access to the procedure;
- All staff will receive information on this procedure during induction;
- All staff and senior managers will adopt a solution- focussed approach in response to justified complaints;
- All complaints will be subject to impartial review.

How to complain

If you wish to make a complaint about the service we have delivered or your treatment by any of the partners' staff, you may use the complaints procedure described below.

If you feel your complaint has not been satisfactorily answered you can ask for it to be put forward to the next stage.

How will we deal with it?

STAGE 1

The first stage of our procedure is to discuss your complaint with the Project Management Assistant of the Enterprise Europe Network London, who will contact the organisation which provided the service with which you are dissatisfied. You may do this by telephone or in writing but within one month of the action occurring.

Project Management Assistant Contact details:

Madalina Nazare: madalina.n@gle.co.uk; 0207 940 1550

The Programme Manager will make efforts to resolve your issue within five working days. However, if the matter requires further investigation or we need further information, we will do this within an agreed timescale.

We will seek to reach a mutually agreeable solution to your complaint. However, if you are not satisfied with the proposed solution you may proceed to stage 2 of our procedure.

STAGE 2

The second stage requires that you write to the Consortium Manager as Quality Assurance Contact at GLE, on behalf of Enterprise Europe Network London within one month of completing Stage 1. If you wish to proceed in Stage 2, please ask for the contact details of the Consortium Manager from the Programmes Manager who dealt with you at Stage 1.

The Consortium Manager will respond within seven working days, acknowledging your complaint, outlining details of the investigation and providing you with a date when you can expect to hear the result of your complaint.

STAGE 3

If you are not satisfied with the response provided by the Consortium Manager you are entitled to have your complaint reviewed by the Managing Director of the Enterprise Europe Network London.

You will have the opportunity to meet with the Managing Director of Enterprise Europe Network London to discuss your complaint and will receive a final report and details of any proposed actions within an agreed timescale.

Reporting

Details of all complaints together with reports and proposed actions will be recorded and reported, where relevant, to the Enterprise Europe Network London Steering Committee and funders (European Agency for Competitiveness and Innovation and London Development Agency).

London, 15th June 2010