



Complaints Policy

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Capital for Enterprise Ltd (CfEL) is committed to providing a high quality, accessible and responsive service. We continually strive to provide our services through best practice, and as such you can expect our staff to be courteous, efficient and helpful at all times. However, if you feel that there is need to make a complaint, or that we have not achieved our aim, then please let us know and we will do our utmost to put things right.

CfEL analyses the cause of all complaints with the aim of improving our service and rectifying our mistake, and it is our policy to deal with any problems and difficulties quickly, effectively and in a fair and honest way. We will do this by monitoring and recording all complaints, as well as any suggestions to help us identify what is going wrong and how we can improve, and therefore all feedback, suggestions or comments are welcome. We will achieve this by having a system which is:

- easily accessible and well publicised
- simple to understand and use
- speedy, with established time limits for action
- informative ensuring that relevant parties are kept informed of progress and the outcome where ever reasonably practical and confidentiality will allow
- fair, with full and objective investigation procedures
- maintains the confidentiality of both internal and external parties
- effectively addresses all of the points at issue and provides appropriate redress
- provides information to management so that services may be improved

We will always respect your privacy and any comments you make about our services will be dealt with in confidence and in accordance with the Data Protection Act 1998 along with other relevant legislation as applicable. Anonymous requests will be acted upon; however it is better to provide contact details so that the complainant may be informed of progress and the outcome where ever possible.

Complaints Process

If you have a complaint about our service, normally the best way to resolve this would be through the officer you have been dealing with. This can be done over the phone, by email, in writing or you may be able to make an appointment with the officer to address the issue in person.

If you feel that this is not the appropriate route to resolve your complaint, or you are not satisfied with the outcome, you should make a formal complaint to:

David Campbell
Chief Finance Officer
Capital for Enterprise Ltd
1 Broadfield Close
Broadfield Business Park
Sheffield
S8 0XN

Email: david.campbel@capitalforenterprise.gov.uk
Tel: 0114 206 2131 Fax: 0114 206 2146

In order to help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
- A clear description of the complaint and what you would like us to do to sort things out.
- Your full postal address, telephone number (including dialling code), and email address if you have one.

The Chief Finance Officer will acknowledge your complaint within five working days of receipt, identifying the officer who will be dealing with it. The complaint will then be logged onto our Complaints Register for monitoring purposes. The Chief Finance Officer will determine the appropriate action for investigation, and if appropriate, how to improve operations and internal controls in order to prevent a reoccurrence of the same issue.

Following this you can expect to receive our full and final response, which will normally be issued within fifteen working days of receipt of the original complaint. However, delays are sometimes unavoidable and should we require longer than originally estimated, we will notify you of this in writing, stating the reasons along with a revised date for when you can expect to receive our final reply.

If you are not happy with the time we took to respond, the way in which we kept you informed, the manner in which you were dealt with or the outcome itself, you may progress your complaint to the next stage. In order to do this you will need to write to the Chief Finance Officer and provide as much information as possible in order to explain the reasons for progressing the complaint further. Again the Chief Finance Officer will acknowledge receipt within five working days where possible, and the investigation will be forwarded to the Chief Executive Officer to investigate, with the aim of issuing a full and final written response within 15 working days.

If you are still not satisfied after following the complaints procedure in full, you have the right to refer the matter to the Office of the Parliamentary and Health Services Ombudsman. All complaints to the Ombudsman must be submitted via your local MP. Further advice from the Ombudsman's office can be obtained from the following address:

Office of the Parliamentary and Health Services Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: Parliamentary and Health Service Ombudsman