



## **Compliments and Complaints Procedures**

Black Country Chamber of Commerce is committed to providing the highest levels of care to our customers. If you wish to share any feedback with the Chamber, please follow the procedures below.

### **Our Compliments Policy**

We are always happy to hear from our customers who would like to share positive feedback on their experience with the Chamber of Commerce.

Should you wish to share a compliment with the Chamber of Commerce, please email [website@blackcountrychamber.co.uk](mailto:website@blackcountrychamber.co.uk) detailing your feedback.

### **Chamber Complaints Handling Policy and Complaints Procedure**

#### **Our Complaints Policy**

Black Country Chamber of Commerce is committed to providing the highest levels of care to our customers. If you are in any way dissatisfied with our services, then please let us know as soon as possible. This will help us to continually improve our service to you.

#### **What to do if you have a complaint:**

Please contact us in writing at the below address or via e-mail to [HR@blackcountrychamber.co.uk](mailto:HR@blackcountrychamber.co.uk) detailing the nature of your complaint and your contact details.

Finance Director  
Black Country Chamber of Commerce  
Creative Industries Centre  
University of Wolverhampton Science Park, Glaiser Drive,  
Wolverhampton,  
WV10 9TG

#### **Details of our complaints procedure:**

- Complaints can be made by letter or email as indicated above.
- We will acknowledge receipt of your complaint, in writing, within three working days.
- We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely.

- Your complaint will be passed to the relevant Line Manager, with a copy to the person concerned. The Line Manger will undertake a full investigation surrounding your concerns, including speaking to all relevant parties as necessary.
- We will respond to your complaint within five working days. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- We aim to resolve all our customer complaints. However, if you are not satisfied with the outcome of our complaints procedure please contact Sarah Moorhouse, Chief Executive at [SarahMoorhouse@blackcountrychamber.co.uk](mailto:SarahMoorhouse@blackcountrychamber.co.uk) in writing to appeal the outcome.