

Complaints Policy

Cornwall Development Company will take seriously all complaints received and investigate them thoroughly and objectively.

Learning from complaints is important, and improvements will be shared as appropriate and practical. While acknowledging a customer's right to complain, Cornwall Development Company will also ensure that individual staff are fully supported in such situations and that any spurious allegations are refuted.

Each Service will review complaints and escalate to the Executive Team if there are any corporate implications, in accordance with the CDC Complaints Procedure (Appendix A).

This policy applies to all staff and temporary workers within Cornwall Development Company and those contracted by the Company as appropriate.

Service responsibilities

Owing to the diverse range of activity provided by Cornwall Development Company, each Service needs to have in place procedures specifically designed to meet the needs of its own function and customers. The persons responsible in each Service for co-ordinating details of service standards for each section are listed below:

Service	Projects:	Name and job title	Address	Email
Executive & Corporate Services	Strategic and/or corporate complaints (HR, finance etc)	Gail Brazier-Sirett Office Manager	South Wheal Crofty Station Road Pool	gail.brazier-sirett@cornwalldevelopmentcompany.co.uk
Business & Skills	Invest in Cornwall	Nicola Lloyd Inward Investment Manager	Redruth Cornwall TR15 3QG	nicola@investincornwall.com
	Growth Hub	Stu Anderson Operations Director		stu@ciosgrowthhub.com
	Business Investment for Growth 2	Anna Staevska Project Manager		anna.staevska@cornwalldevelopmentcompany.co.uk
Programmes & Funds	<ul style="list-style-type: none"> Local Action Groups (including FLAG) Lizard Pathways Cornwall Funds (RGF) 	Anthony Vage Programme & Manager		anthony.vage@cornwalldevelopmentcompany.co.uk
Superfast Cornwall	Superfast Cornwall	Rosie Greaves Senior Office Administrator		rosie.greaves@cornwalldevelopmentcompany.co.uk
Development Services	Programme Facilitation (Technical Assistance)	Gareth Beer Director of Development		gareth.beer@cornwalldevelopmentcompany.co.uk
Aerohub	Aerohub (Enterprise Zone)	Miles Carden Enterprise Zone Manager		miles.carden@cornwalldevelopmentcompany.co.uk
Rural Projects	<ul style="list-style-type: none"> Rural projects LEADER/LAG 	David Rodda Rural Delivery Manager		david.rodde@cornwalldevelopmentcompany.co.uk
Jobline staffing	Jobline Staffing	Tamsin Pond Jobline Manager	Truro Library Union Place, Truro, TR1 1EP	tamsin.pond@joblinestaffing.co.uk

Issues of a strategic/corporate nature will be escalated to the Executive Group and the Board of Directors as appropriate.

GOOD PRACTICE/COMMENDATIONS/COMPLIMENTS

Cornwall Development Company will share letters of commendation and thanks received from satisfied customers for the purpose of emanating good practice. Services/Teams should record such contact and inform the Executive Team.

RESPONSIBILITY

All those persons referred to within the scope of these procedures are required to adhere to its terms and conditions. Individual managers are responsible for ensuring that these procedures are applied within their own areas. Training will be provided for full understanding and correct implementation of the procedures.

CONTACT

Any queries on the application or interpretation of this policy can be discussed with the Head of Corporate Services:

Nicky Pooley

nicky.pooley@cornwalldevelopmentcompany.co.uk

Cornwall Development Company Complaints Procedure

1 When a complaint is received

When a complaint is received it should be logged on the Complaints Recording Form (available from Intranet). The complaint will be dealt with in the first instance by the person receiving it (the recipient); whether it is received in person, via email or phone; if a complaint is received in writing it will be passed to the person responsible for dealing with the case by whomever opens the post. The exception to this is where the complaint concerns the conduct of a named individual member of staff, in which case the complaint must be passed directly to the Line Manager and HR for further discussion.

2 Resolving the complaint

Where possible the recipient should attempt to resolve the complaint immediately. If further investigation is required the client should be assured that their complaint will be dealt with promptly and given a time or date by which they will be contacted regarding progress on its resolution.

3 Escalating the complaint

If the recipient is unable to resolve the complaint to the client's satisfaction, it should be passed to the Manager. If the issue is still not resolved it should be referred to the Service Line Manager with full details of the complainant's case and the action taken to date.

4 Avoiding future complaints

Managers will review all complaints as a matter of course, including those which are resolved immediately, and sign the complaints form. Complaints which affect a number of clients must be identified so that clients who have not yet complained can be contacted proactively and the issue resolved. Similarly, complaints which stem from a failure of procedures should be identified so that changes can be made to avoid the problem happening in the future.

Completed forms must be filed in the Complaints folder.

5 Customer Complaints Recording

Verbal complaints will be dealt with and recorded by each Service.

Written complaints are to be sent with completed complaints forms to the Office Manager, for recording in the Customer Complaints Record. This Record will be considered, under confidential cover, by the Executive Team each quarter.

If the complaint concerns the conduct of a named individual member of staff the complaint will be passed to the Human Resources Officer

for recording in the Human Resources record of the named individual, should the Human Resources Officer and relevant Service Head deem it to be appropriate.

Details of complaints to be kept indefinitely. This will, however, be reviewed on an annual basis.

CUSTOMER COMPLAINT PROCEDURE TABLE

Stage	Timescale	Comments
Initial Complaint	Immediately	Complaints should be resolved at first contact if at all possible and recorded as dealt with. If not, the complaint is formally registered and referred to Line Manager
Discussion with Complainant	Complainants notified within 3 working days of complaints procedure	Line Manager discusses or arranges meeting to discuss complaint with complainant. If possible, resolve at this stage and record as completed investigation. Copies to file.
Detailed Investigation/ proposed resolution	Line Manager carries out full investigation of complaint and notifies complainant within 20 working days of receiving the complaint	Investigation should offer a proposed resolution
Mitigation	If complainant cannot agree with proposed resolution the matter is referred to a Service Head who may propose a different resolution or uphold the Line Managers decision. Note: "Policy" issues should be referred to the Service Head at the first stage, rather than the Line Manager.	If not resolved, the matter is referred to CDC Chief Executive Officer.
Adjudication Process	CDC Chief Executive Officer to be notified. Details of complainant's and CDC's case to be exchanged at least 14 days before adjudication.	CDC Human Resources notifies complainant of Adjudication procedure. Meeting to take place within 28 days.