



**Marches  
Local Enterprise Partnership  
Limited**

**Enquiries, Comments and  
Complaints Policy**

**May 2021**

## The Marches LEP Enquiries, Comments and Complaints Policy

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### Enquiries and Compliments

The Marches LEP welcomes all general enquiries. We would also like to hear from you if you have a suggestion on how we can improve, or if you have been particularly happy with any part of the service you received from the Marches LEP.

You can make an enquiry to the Marches LEP using the following contact details:

Tel: 01743 462026

Email: [gill.hamer@marcheslep.org.uk](mailto:gill.hamer@marcheslep.org.uk)

Post: Marches LEP, Cameron House, Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury, SY1 3GA

Please note that the Marches LEP receives a large number of emails, letters and phone calls each day. We will try to reply to you as quickly as possible, however, please note that general enquiries, including emails, are dealt with in the order in which they are received.

We will respond to your written enquiry within 5 working days of receipt.

Comments received by the Marches LEP will be logged and reviewed regularly in order to help inform ways in which we can improve. If you have a compliment in relation to the service you have received from the Marches LEP, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them.

#### *Business, Skills and Support Enquiries*

If you are seeking business or skills support to help start or grow your business please contact The Marches Growth Hub: [enquiries@marchesgrowthhub.co.uk](mailto:enquiries@marchesgrowthhub.co.uk), or 0345 6000 727.

#### *Media Enquiries*

Any media enquiries for the Marches LEP should be directed to Be Bold Media  
Email: [hello@beboldpr.com](mailto:hello@beboldpr.com), Tel: 01952 898121.

### Complaints

We are committed to providing the best possible service to customers for the benefit of the entire Marches region. However, if we get it wrong, we would like to know about it and we will try our best to put things right as quickly as possible.

We endeavour to deal with complaints promptly and fairly and we will try to resolve any mistake or misunderstanding as soon as possible.

If you are not happy with the level of service that you have received from the Marches LEP and wish to complain, please follow the complaints procedure outlined below.

What should I do if I want to make a complaint to the Marches LEP?

*Stage one:*

Contact Gill Hamer, Marches LEP Chief Executive, by emailing: [gill.hamer@marcheslep.org.uk](mailto:gill.hamer@marcheslep.org.uk), or letter: Marches LEP, Cameron House, Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury, SY1 3GA, explaining the reasons why you are unhappy with the service provided by the Marches LEP.

We can usually resolve mistakes and misunderstandings quickly and informally at this stage. We will acknowledge receipt of your complaint within 5 working days. We will then investigate your complaint and aim to respond within 10 working days. If we are unable to respond within this timeframe, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

*Stage two:*

If you are not satisfied with the response provided at stage one, you can escalate your complaint in writing, (by email or letter) to the Chair of the Performance, Risk and Monitoring Committee, c/o Marches LEP, Cameron House, Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury, SY1 3GA.

You should include details of which parts of the response at stage one you are not happy with. The Chair of the Performance, Risk and Monitoring Committee will investigate your complaint and aim to respond to you within 15 working days. If the investigation takes longer than this, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

## **Confidential Complaints**

The Marches LEP has a separate [Confidential complaints policy](#), which sets out clearly our confidential reporting arrangements for third parties and the public.

We keep records of all the complaints that we receive and monitor them regularly with our Performance, Risk and Monitoring Committee. This helps us to identify areas of service delivery where we need to make changes and improvements and to ensure that we are dealing with complaints effectively and consistently.

*This policy was last updated in May 2021.*