



# Chamber Complaints Procedure

## 1. Purpose

The purpose of this procedure is to detail:

- how the Chamber deals with member and customer grievances, how these are managed and eliminated, and how preventative action is taken to reduce the risk of future occurrences to you.

## 2. Scope

This procedure is applicable to all Chamber staff, members and customers.

## 3. Definitions

**Member or customer complaints** are grievances raised by Chamber members or customers who are:

- Members
- Chamber Service Providers and Funding Agents
- Non members, Prospect members or the general public
- Chamber International Trade customers
- Sponsors

## 4. Procedure

### 4.2 Member or Customer Complaints – When we receive your Complaint

4.2.1 Your complaint should ideally be resolved during the initial contact with the Chamber.

4.2.2 It may not be practical or possible for us to resolve your complaint on the initial contact. The Chamber should keep you informed about how long it will take to propose a solution. An acknowledgement or response should be made to you within two working days of your complaint.

4.2.3 You should be kept informed regularly. If, for any reason, the target date cannot be met, a new suggested target date should be forwarded on to you.

4.2.4 The person receiving your complaint is responsible for entering the complaint as a Case record onto our CRM database.

4.2.5 An appropriate person will be allocated to action your complaints.

### 4.3 Actioning a Member or Customer Complaint



- 4.3.1 A two working day response rate is in place, you should be contacted by the person responsible for the resolution of your complaint within this timeframe to discuss your satisfaction with the solution offered.
- 4.3.2 The complaint will only be considered complete when we have responded to you and root cause of the complaint has been fully investigated and recorded.