

Heritage Lab CIC Complaints Procedure

HERITAGE LAB CIC aims to provide high quality services, which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with Heritage Lab CIC.

If you are not happy with HERITAGE LAB CIC please tell us. If you are unhappy about any HERITAGE LAB CIC'S service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in HERITAGE LAB CIC sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Chief Executive or Member of the Board.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director/Chief Executive. (If your complaint is about the Director/Chief Executive), please write to the Chair of the Board.)

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Escalation

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Board, which will decide on any further steps to resolve the situation.

We will aim to conclude the process in as timely manner as is practicable taking into consideration any investigation that need to be undertaken and the availability of people concerned.

We will always follow up any verbal feedback in writing.