

Complaints & Compliments Procedure

Introduction

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

Our Complaints Policy:

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.

If your complaint relates to the handling of personal data or the exercise of your data protection rights, please refer to the Data Protection Complaints section below. Such complaints will be handled in accordance with our Data Protection Complaints Procedure.

What to do if you have a complaint:

Please contact us in writing via email to complaints@cw-chamber.co.uk detailing the nature of your complaint and your contact details.

Our Complaints Procedure:

- Complaints can be made in writing via email to complaints@cw-chamber.co.uk
- We will acknowledge receipt of your complaint, in writing, within five working days.
- We take all complaints seriously and aim to address your concerns thoroughly and promptly.
- Your complaint will be passed to the relevant Line Manager/Department, with a copy of the complaint to the person concerned. The Line Manager/appropriate person will undertake a full investigation surrounding your concerns, including speaking to all relevant parties where necessary.
- We will respond to your complaint in a timely manner, once a full investigation has concluded. If it is not possible to reach a prompt conclusion, we will contact you with an explanation and set out expected timescales by which the matter(s) 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 customer complaints. However, if you are not satisfied with the outcome of our complaint's procedure, please contact Corin Crane, Chief Executive Officer, at corinc@cw-chamber.co.uk

Data Protection Complaints:

Coventry & Warwickshire Chamber of Commerce takes the protection of personal data seriously and is committed to complying with its obligations under UK data protection legislation.

If you are dissatisfied with how we have collected, processed, stored, shared, retained or otherwise handled your personal data, or the personal data of someone you are acting on behalf of, you may submit a data protection complaint.

Examples of data protection complaints may include, but are not limited to:

- Concerns regarding the handling of a Subject Access Request (SAR).
- Concerns regarding the accuracy of personal information held by the Chamber.
- Concerns regarding the use, disclosure or sharing of personal data.
- Concerns relating to a personal data breach.
- Concerns regarding the retention or deletion of personal information.
- Concerns regarding the exercise of an individual's data protection rights.

Data protection complaints should be submitted in writing to complaints@cw-chamber.co.uk. Upon receipt of a data protection complaint, the Chamber will:

- Acknowledge receipt of the complaint within 30 calendar days.
- Undertake appropriate enquiries to investigate the matters raised.
- Keep the complainant informed of progress where appropriate.
- Take reasonable and proportionate steps to resolve the complaint.
- Communicate the outcome of the complaint without undue delay following completion of the investigation.
- All data protection complaints will be handled confidentially and in accordance with applicable data protection legislation.

If, following the conclusion of our investigation, you remain dissatisfied with the outcome, you have the right to raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority for data protection matters. Information about how to contact the ICO can be found at www.ico.org.uk.

Our Compliments Policy:

Coventry & Warwickshire Chamber of Commerce is committed to providing the highest levels of care to all of our customers. We are always happy to hear from our customers who would like to share positive feedback on their experience with us.

Should you wish to share a compliment with the Chamber of Commerce, please email Matthew Hammersley, HR Manager, at matthewh@cw-chamber.co.uk detailing your feedback.