

## Complaints procedure

*What to do if you have a complaint:*

Whilst the Doncaster Chamber would always strive to have satisfied customers, if you would like to make a complaint you can be assured that it will be dealt with seriously, professionally and in a timely manner. Our complaints procedure is as follows:

1. Please contact us on [chamber@doncaster-chamber.co.uk](mailto:chamber@doncaster-chamber.co.uk) or using the online query form, giving as much detail as possible and, preferably, your name, business name and contact details (email address and phone number)
2. Upon receipt of your complaint we will then arrange for the right person to look into and respond to your concerns
3. We will acknowledge all written complaints within five working days
4. We will investigate the details of your complaint and take appropriate action at each stage of the investigation
5. If a satisfactory outcome cannot be reached, you have a right to appeal. If a satisfactory outcome cannot be reached, you can appeal to the Doncaster Chamber CEO. If a satisfactory outcome still cannot be found, you have the right to appeal to the Doncaster Chamber President, where their decision is final
6. We resolve to complete investigations into complaints within 31 days and to respond in the same time scale
7. In the event that the Doncaster Chamber receives an anonymous complaint, the details of the complaint will be forwarded to the appropriate person for them to review and take any appropriate action to prevent a re-occurrence from other customers.

Following our complaints procedure does not affect your legal rights.