

Ayrshire Chamber Complaints Procedure

Policy Statement - Our commitment to you

Ayrshire Chamber aims to provide efficient and effective services and whilst every care will be taken to ensure that these are of good quality, the Chamber accepts that, on occasions, complaints will be made.

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Ayrshire Chamber, or our staff, affecting an individual customer or group of customers.

The Chamber will treat complaints positively and recognises that they are a means of identifying improvements which can be made to our service delivery standards.

The Chamber will deal with complaints quickly and will take prompt action to resolve the complaint and take steps to ensure that complaints of a similar nature do not arise in the future.

How to Complain

Ayrshire Chamber has published this complaints procedure to ensure that you have access to your rights.

There are several ways in which you can register your complaint:

You can complain by telephone on the number listed below by calling any of our staff who will take details of your complaint and either resolve this for you themselves or transfer you to a member of staff best positioned to help you. Telephone: 01292 678666

You can email us on enquiries@ayrshire-chamber.org

You can write to us at any of our offices – The Mezzanine, Glasgow Prestwick International Airport, Prestwick KA9 2PL

You can complain in person to one of our officers at any of our events or offices.

We will ensure that our staff are fully briefed about our complaints procedure and are able to handle your complaint.

We will always try to resolve problems informally if possible at the time that you contact us.

Our staff will:

Identify themselves to you

Listen and take details of your complaint

Offer an explanation if they are able to

Offer a resolution if possible

Inform you of the further options available if you are unhappy with the resolution

Formal complaints

If you are unhappy with the initial explanation and resolution offered to you or your complaint is very serious or you have had cause to complain more than once about the same issue, you have the right to take your complaint further and would contact the Chief Executive direct.

You will receive a response to your complaint within 10 working days, even if our investigation is incomplete.