

GCGP Enquiries and Complaints Policy

Enquiries, Comments and Compliments

GCGP welcomes all general enquiries. We would also like to hear from you if you have a suggestion on how we can improve, or if you have been particularly happy with any part of the service you received from the GCGP.

You can make an enquiry to the GCGP using the following contact details: info@gcgp.co.uk

Please note that GCGP is a small team and receives a large number of emails, letters and phone calls each day. We will try to reply to you as quickly as possible, however, please note that general enquiries, including emails, are dealt with in the order in which they are received. We aim to respond to your written enquiry within 5 working days of receipt. If you have a compliment in relation to the service you have received from GCGP, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them.

Complaints

We are committed to providing the best possible service to customers for the benefit of the entire GCGP area. However, if we get it wrong, we would like to know about it and we will try our best to put things right as quickly as possible. We endeavour to deal with complaints promptly and fairly and we will try to resolve any mistake or misunderstanding as soon as possible. If you are not happy with the level of service that you have received from GCGP and wish to complain, we have developed the complaints procedure outlined below.

What should I do if I want to make a complaint to GCGP?

Stage one:

Write to
Martin Whiteley,
GCGP Chief Executive,
Greater Cambridge Greater Peterborough Enterprise Partnership,
The Incubator,
Alconbury Weald Enterprise Campus,
Alconbury Airfield,
Huntingdon,
Cambridgeshire,
PE28 4WX.

Martin.Whiteley@cambridgeshirepeterborough-ca.gov.uk

Please explain the reasons why you are unhappy with the service provided by GCGP. We can usually resolve mistakes and misunderstandings quickly and informally at this stage. We will acknowledge receipt of your complaint within 5 working days. We will then investigate your complaint and aim to respond within 10 working days. If we are unable to respond within this timeframe, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

Stage two:

If you are not satisfied with the response provided at stage one, you can escalate your complaint in writing, (by email or letter) to GCGP LEPs accountable body.

Chris Malyon
Deputy Chief Executive & Chief Finance Officer
Cambridgeshire County Council
Shire Hall
Castle Hill
Cambridge
CB3 0AP
Chris.Malyon@cambridgeshire.gov.uk

You should include details of which parts of the response at stage one you are not happy with. The Accountable Body will investigate your complaint and aim to respond to you within 15 working days. If the investigation takes longer than this, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

Confidential Reporting of Complaints

If a member of the public or a third party wants to make a confidential complaint or raise a concern, it will be treated in confidence and every effort will be made to protect the person's identity if they wish to remain anonymous. Please use the Confidential Reporting of Complaints procedure here: <http://www.gcgp.co.uk/wp-content/uploads/2015/10/GCGP-LEP-3rd-party-complaint.pdf>

What we learn from complaints

We keep records of all the complaints that we receive. This helps us to identify areas of service delivery where we need to make changes and improvements and to ensure that we are dealing with complaints effectively and consistently.

Freedom of Information

Although GCGP's Company Limited by Guarantee structure means it is not covered by the Freedom of Information Act 2000, GCGP will work with the Accountable Body to ensure that as far as is practicable, Freedom of Information and Environmental Information Regulation requests are dealt with in line with relevant legislation.