

# have you got a complaint?

## what is a complaint?

A complaint is an expression of dissatisfaction whether justified or not.

## we want to help

East Durham Business Service has a complaints process which means if you need to complain, your complaint won't be ignored.

The Business Service treats complaints positively so that lessons may be learnt from the process, leading to improved services.

It is in the Business Service's interest as well as yours to deal with any complaint as quickly as possible. Wherever possible this will be done by the person you have been dealing with on behalf of the Business Service. If, however, your complaint cannot be resolved at this stage then there is a procedure to follow.

telephone (0191) 586 3366

If you have a complaint to make against East Durham Business Service follow the steps below

## step 1

Contact the person responsible for the service with which you have a problem. If you are not sure who to contact then email [enquiries@edbs.co.uk](mailto:enquiries@edbs.co.uk) or telephone reception on the above number who will be happy to help.

## step 2

If you are not satisfied with the way your complaint has been dealt with, please complete the form incorporated and return it to the Administration Department at:

**East Durham Business Service, Novus Business Centre,  
Judson Road, Peterlee, County Durham SR8 2QJ**

The Administration Department will then direct your complaint to the relevant Departmental Manager. You should receive an acknowledgement within two working days of receipt and a full reply within 10 working days.

## Step 3

If at the end of this you are still not satisfied, you have the right to refer your complaint to the East Durham Business Service Manager and return it to:

**East Durham Business Service, Novus Business  
Centre, Judson Road, Peterlee, County Durham  
SR8 2QJ**



eastdurhambusinessservice

# complaints form

**Please complete if you wish to make a complaint**

Name: .....

Address: .....  
.....  
.....

Telephone no: .....

Details of your complaint:  
.....  
.....  
.....

Have you ever complained about this problem previously?    Yes     No

If so, to whom? .....

When? .....

Why are you dissatisfied with the outcome of your earlier complaint?  
.....  
.....

Signed .....

Date .....

## *comments/compliments*

"I'm not complaining but ..." If you wish to let us know what you think of our services, be it a compliment or a suggestion for improvement, then please write to the Administration Department.

East Durham Business Service, Novus Business Centre, North West Ind Est, Judson Road, Peterlee, County Durham SR8 2QJ

[www.edbs.co.uk](http://www.edbs.co.uk)

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