Anglia Innovation Partnership (AIP) complaints policy

We are committed to equality, inclusion, showing respect and providing a high quality, responsive and accessible service to all the people and organisations with which we interact.

Despite this we recognise that things can sometimes go wrong, and we want you to have the opportunity to raise any problems or complaints with us. Any complaint will be taken seriously and treated in the strictest confidence.

1. How to register a complaint with AIP

In the first instance we ask you to try to resolve your complaint directly with the member of staff dealing with the issue. If the matter is not resolved and you wish to escalate your complaint, please contact us at:

enquiries@norwichresearchpark.com

The complaint must be made in writing. Any telephone complaints will need to be followed up in written form to be formally investigated.

Please note if the complaint is not directly relevant to AIP and relates to one of our partners, business tenants or suppliers at Norwich Research Park, we will ensure that it is redirected to the appropriate responsible individual in the relevant entity as soon as possible. The relevant entities own complaints procedure will therefore apply from this point.

2. Information to include in the complaint

For AIP to investigate the complaint in a timely and effective manner we request that the following information is provided:

- Full contact details of complainant
- The name of the AIP member of staff (if known) dealing with the issue
- A clear description of the complaint
- Desired outcome of complaint, if appropriate.

The complaint will be acknowledged within two working days with a full response made within 21 working days thereafter. If a full response is not possible within this time, we will provide details of progress made and a target date for resolution or further point of contact.

Please note that where the complainant is making a representation for or on behalf of a third party, it will only be fully investigated if that individual (the third party) is available to be involved in the process of the investigation. This may be by providing a written statement/declaration.

3. Standards

The following standards will be applied when considering any complaint:

- Treated in confidence and within current information legislation
- Handled fairly, sensitively and respectfully
- Dealt with in a competent and timely manner.

4. Appeal

If you are not satisfied with the outcome of your complaint you may appeal in writing against the outcome.

The appeal should set out the basis for the appeal and be sent to the Chief Operating Officer (COO) or Chief Financial Officer (CFO) within 10 working days of receiving notification of the outcome of the investigation.

The COO / CFO will assign someone who was not involved in your original complaint to look at your appeal. The outcome of the appeal will be provided within 21 working days.

Please note that any appeal investigation will be based on the way that your complaint was handled against the stated AIP Complaints Procedures and there will not be a new investigation into your original complaint.