



## Complaints & Compliments Procedure

### 1. Introduction

This document sets out what you should do if you would like to provide feedback on a service that NEPO has provided.

By giving your views on our service you can help the organisation to:

- put things right if we have made mistakes
- improve our services and make sure we do not repeat mistakes
- build on good practice and recognise the achievements of NEPO employees

NEPO aims to provide the best possible service to stakeholders. The Complaints & Compliments Procedure is guided by the following principles:

- your feedback will not negatively affect the service that NEPO provide to you or future working relationships.
- personal information given in your correspondence with NEPO will be treated in accordance with the Data Protection Act.

### 2. Providing a compliment

Compliments are valuable, welcome and important as they enable NEPO to:

- understand whether our service is meeting/exceeding stakeholders' expectations
- provide positive feedback to our staff
- influence our organisational development

If you would like to provide a compliment on any aspect of NEPO's activity please contact us using the following information:

- Email: [enquiries@nepo.org](mailto:enquiries@nepo.org)
- Phone: 0191 261 3940
- Post: NEPO, Guildhall, Quayside, Newcastle upon Tyne, NE1 3AF

Your feedback will be recorded and shared with NEPO team members and any relevant additional parties.

### 3. What will NEPO do on receipt of a complaint?

#### Step 1: Problem solving

On receipt of your complaint, NEPO will try to sort out the issue quickly and informally by providing information or taking any appropriate action.

#### Step 2: Investigation

If we cannot resolve your complaint immediately, we will send you acknowledgement within three working days that tells you:

- Who is dealing with your complaint
- What NEPO will do
- How long we will take to deal with it. This is normally within 20 working days. If this is not possible we will tell you why and give you a date by which you can expect a response.

Once the investigation is complete you will receive the results in writing from NEPO.

### 4. Making your complaint

Please use the contact information below to make your complaint:

- Email: [enquiries@nepo.org](mailto:enquiries@nepo.org)
- Phone: 0191 261 3940
- Post: NEPO, Guildhall, Quayside, Newcastle upon Tyne, NE1 3AF

Please tell us:

- Your name (optional - you can remain anonymous if preferred)
- Your preferred contact method for a response
- Details of your complaint or compliment
- What you would like us to do

### 5. Referring your complaint to the Local Government Ombudsman

If you are not happy with the way your complaint is being handled you can contact the Local Government Ombudsman (LGO). You can refer your complaint at any stage of your complaint with NEPO.

Local Government Ombudsmen  
Beverley House  
17 Shipton Road  
York  
YO30 5FZ

Phone: 01904 380 200  
Email: [enquiries.york@lgo.org.uk](mailto:enquiries.york@lgo.org.uk)