

Getting It Right

We are committed to getting things right first time and will promote excellence by continually seeking to improve our service to the people of the East of England. We will seek to lead by example and will regularly review our processes and systems to identify where we can do things more efficiently and where we can provide a better, improved service to our customers.

We will listen to our partners and the people of the region. We will hold regular customer satisfaction surveys and key stakeholders to help us measure external perceptions, evaluate our performance and identify where things can be improved. We are committed to staff development and will aim to ensure that all our staff is fully and appropriately trained. We will measure our performance against the standards we have set and provide regular reports for our Board Members and publish our end of year performance on all aspects of our business, including Service First, in our Annual Report and Accounts and other such publications as appropriate.

We welcome comments and complaints as they help us to review our service and decide where it can be improved. We will ensure that all your comments are considered and will review our service in the light of them. We will deal with all complaints efficiently and effectively and put right things that have gone wrong as soon as we can. We hope that most queries or complaints can be sorted out quickly at a local level but where this is not possible we have established a formal complaints procedure through which we hope our customers can put forward their concerns, simply and conveniently.

Making a complaint

If you have a complaint about the standard of service, you should in the first instance contact the EEDA member of staff with whom you have been dealing either in person, by telephone or in writing. Should this course of action be inappropriate or you are not satisfied with the response, you can write to the Communications Director at the address below.

Response time

We will acknowledge your complaint within three working days and provide an estimated date for sending a full reply. It would be exceptional if this exceeded ten working days. If an investigation is required, which could delay the ten working day target, an interim reply explaining the reasons for the delay will be sent.

Content of the response

When we respond we will ensure that we offer a full explanation, an apology where appropriate and assurances for the future. We will also let you have details of the action we will take as a result of the complaint.

We will make sure that we investigate your complaint fully and fairly and will always do our best to resolve your complaint using our own procedures. If you are not satisfied with our response you can ask for a review of the decision by the Chief Executive.

We welcome any suggestions or ideas to help improve our service.

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