

Complaints Policy and Procedure

Section 1: Policy Statement and Data Protection

Complaints Policy We are committed to providing an excellent service to all our subscribers. If our service does not meet your expectations, please let us know so we can resolve the issue and improve our standards.

Data Protection and Privacy Any personal data collected during the complaints process will be processed securely and in strict accordance with the Data Protection Act 2018 and the UK GDPR. We will only use your information to investigate your complaint, communicate with you regarding its progress and keep a secure internal record to help improve our services. We will not share your complaint details with any external third parties without your explicit consent.

Section 2: Raising a Complaint and Initial Steps

Informal Resolution In the first instance please contact our Support Team via supplychain@somerset-chamber.co.uk so we can attempt to resolve your complaint informally.

Formal Complaint If you remain dissatisfied you can raise a formal complaint by writing to us at Somerset Supply Chain, C/O Somerset Chamber of Commerce, Equity House, Blackbrook Park Ave, Taunton TA1 2PX.

Initial Response

1. We will record your complaint securely on our database within one working day of receipt.
2. We will send you an acknowledgement email or letter within five working days. This will confirm our understanding of your complaint and provide the name of the person investigating it.

Section 3: Investigation and Resolution

1. We will then begin investigating your complaint. This involves reviewing the information you have provided and gathering facts from the relevant staff members.
2. We will contact you to discuss our findings and propose a resolution within 10 working days of our acknowledgement. If a call or meeting is not possible, we will send you a detailed written reply outlining our suggestions to resolve the matter.
3. We will provide written confirmation of any agreed solutions within two working days of our discussion.
4. If you remain dissatisfied with the outcome you can escalate your complaint in writing to the Board at the address provided above. We will notify you promptly if we need to amend any of these timescales and explain the reasons why.

Last reviewed: 12th May 2026