

Complaints Procedure for Applications and Awards

Complaints

Great Western Research is committed to providing an accessible, high quality, efficient, and accurate service in all its interactions with the academic and business community. However we recognise that sometimes things go wrong. We therefore set out below the systems that are in place for you to contact us in such circumstances.

- If you consider that we have fallen short of the level of service that you would expect, based on the information we provide through our procedures and policies, you are welcome to alert us to the problem through our **complaints** procedure
- Or, if you would like to make any general positive or constructive comments we welcome your feedback at any time

We will aim to respond to straightforward enquiries within 15 working days of their receipt. If your query is a complex one then we will send you an interim reply within 15 working days specifying when you can expect a full response. We will aim to be clear about who is dealing with your enquiry, and how it will be dealt with. You can expect your enquiry to be:

- handled respectfully and sensitively
- treated in confidence
- responded to in full and within the timescale specified

We will aim to bring about a fair and satisfactory resolution. We may also draw upon the experience and feedback to improve our level of service in the future. We welcome suggestions and ideas to help us improve our procedures. If you have any suggestions or questions please contact support@gwr.ex.ac.uk

Great Western Research Complaints Procedure

A complaint is an expression of dissatisfaction about the standard of service provided by Great Western Research. The procedure covers:

- a failure on our part to follow the published processes
- an unreasonable and unexplained delay in operating these processes
- a failure to respond, or a failure to respond in a timely fashion, to a request or query
- an inadequate response within a reasonable timescale
- a discourteous, unhelpful or insensitive attitude of a member of staff.

The procedure will not cover:

- disagreements with the outcome of a decision of the regional Research Board, Strategy and Management Board or a Theme Panels
- matters that are currently the subject of litigation or legal proceedings
- disagreement with Great Western Research policies

Making a complaint

Please make your complaint by email. To help us deal with it promptly it would be helpful if you could provide a clear description of the content of the complaint; an indication whether this is the first complaint or a follow-up to an earlier complaint which has not been resolved satisfactorily; your full contact details including a phone number and fax. Critical comments will not be treated as a complaint unless formally lodged as such.