

## How to Comment or Complain About our Service

If you are not satisfied with the service you receive, please:

- **write to or speak to the person you dealt with; if you are not satisfied with the reply**
- **write to or speak to the appropriate Team Leader; or if you are still not satisfied**
- **write to the Chief Executive's Department at:**

East Midlands Development Agency  
Apex Court  
City Link  
Nottingham  
NG2 4LA

Or email us at: [chiefexecutive@emd.org.uk](mailto:chiefexecutive@emd.org.uk)

All complaints will be investigated promptly and confidentially, and we will aim to reply with a full explanation within **15 working days**. If we are unable to fully investigate the complaint within this period, we will let you know when you can expect to be notified of the outcome.

If your complaint is justified, we will apologise and explain what went wrong and how we will ensure that it does not happen again. Alternately, if we can't justify your complaint, we will explain why.

Please note that complaints that are not about the standards of service you receive. For example, the outcome of planning or funding decisions should be directed to the person who notified you of the outcome (or their manager).

Your views and any suggestions for improving our service are valuable to us. Please write or email us at the address above.

If you have any comments, complaints or suggestions about this website you can email us at [info@emd.org.uk](mailto:info@emd.org.uk)