

### **Complaints Procedure for Business**

The following procedure is available to those (whether individuals, partnerships, companies or other entities) with dealings with the University, its faculties/offices, associated companies and business units and their respective staff, officers and students, who wish to raise an issue or make a complaint in respect of those dealings.

**Scope of Procedure:** This procedure is not intended for use:-

- by students or staff of the University who have their own complaints/grievance procedures. (Students should contact the University Complaints Office by email on [complaints@plymouth.ac.uk](mailto:complaints@plymouth.ac.uk) or telephone 01752 582052. Staff should speak to their line manager in the first instance or contact Human Resources for further information.)
- in connection with freedom of information requests or subject access requests under the Data Protection Act 1998 (for which – see <http://www1.plymouth.ac.uk/essentialinfo/pages/personal-information-and-data-protection.aspx>), individuals who have made requests under the Freedom of Information Act 2000 or whose personal data is collected and/or used in accordance with the Data Protection Act 1998 have rights under the respective legislation to complain to the Information Commissioner’s Office and/or to bring legal proceedings if they are not satisfied with the way in which their complaint has been resolved. Any such individual will be notified of such rights separately; or
- by those who are party to an agreement with the University or its associated companies/entities. The agreement may itself provide a dispute resolution procedure which should be used in respect of any issues, claims or disputes relating to the agreement or its validity, construction, performance or subject matter. Alternatively, if the agreement is legally enforceable and subject to its provisions, it would be open to such party to bring proceedings with respect to the agreement in a court of competent jurisdiction.

This procedure is subject to the terms of any agreement between the University or its associated companies or other entities and yourself and to the general laws of England and Wales.

**The Procedure:**

1. You may raise a business related complaint or issue with the University by notice in writing to the Enterprise Solutions Service at Plymouth University, Tamar Science Park, 9 Research Way, Derriford, Plymouth, Devon, PL6 8BT or by email to: [enterprisesolutions@plymouth.ac.uk](mailto:enterprisesolutions@plymouth.ac.uk). You can also call the Enterprise Solutions Service on 0800 052 5600.

The Enterprise Solutions Service will log and refer all complaints arising under this procedure to the relevant faculty, office or other University entity as necessary to deal with the complaint.

2. Other than in exceptional circumstances, the Enterprise Solutions Service will acknowledge receipt of your complaint within two (2) working days. The relevant faculty, office or other University entity shall aim to provide you with a substantive response within four (4) weeks following that acknowledgement.
3. If, due to the complexity of the complaint, the faculty, office or other University entity cannot provide a substantive response within four (4) weeks, the Enterprise Solutions Service will endeavour to notify you and provide a reasonable estimate of the timeframe within which a response will be provided.
4. The Enterprise Solutions Service will endeavour to establish whether your complaint has been satisfactorily concluded and will reserve the right to escalate it within the University on your behalf in line with our Customer Charter.