

## Feedback Policy

We welcome any feedback, whether positive or negative, so we know what we need to continue or do more of

Lantra is committed to delivering a professional and effective service that aims to meet the needs of our industries, customers and stakeholders in a satisfactory manner. We continually review our processes and work to a robust Quality Management System to ensure we operate to a high standard.

We welcome any feedback whether positive or negative which can help us improve our level of service delivery.

It is important that we receive as much information as possible to help us improve our services and therefore would appreciate it if the procedures set out below can be followed.

### Stage 1

- Tell (and preferably write to) the staff member(s) or their manager with your comments with regard to the level of service you have received from Lantra. You should do this as soon as possible.
- Your comments will be reviewed and you will receive a formal response from Lantra. If it is a compliment Lantra will let all staff know of this best practice.

### Stage 2

- If your comment was with regard to a level of service delivery which you felt was unsatisfactory and you do not feel satisfied with the initial response from Lantra then you should write to the Deputy Chief Executive of Lantra with full details of your complaint.
- The Deputy Chief Executive will acknowledge your letter within seven working days of receiving it.
- A senior member of staff will investigate the complaint and prepare a written report within 28 days. The investigation will include the opportunity for you to explain the circumstances of your complaint.
- The Deputy Chief Executive will consider the report and write to you with his/her conclusions and any proposed course of action.

### Stage 3

- If you are not satisfied with the Deputy Chief Executive's response, your complaint can be investigated further by the Audit Committee. You must make this request within 28 days of receiving the Deputy Chief Executive's response.
- A member of the committee will contact you in the process of investigating the complaint and report back to the Chair of the Audit Committee within 28 days.
- The Audit Committee will consider the report and will make a final decision on the matter.

### Contacts for feedback

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