



DPN COMPLAINTS/GRIEVANCE PROCEDURE

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INTRODUCTION

Digital Peninsula Network (DPN) takes its responsibilities as a member organisation and training centre seriously and recognises the need for continuous feedback. This ensures we can discharge our services in a professional and credible manner whilst continuing to deliver as high a quality of service as possible.

Should we receive feedback that we have not met the standards that we aspire to, the following complaints procedure is in place should this be the case.

KEY POINTS

- DPN will be receptive to genuine expressions of dissatisfaction.
- Complaints will be dealt with promptly, fairly and proportionately.
- DPN will seek to learn from complaints that are upheld and make changes where necessary.
- Action taken as a result of complaints will help to improve the quality of the organisations administration.
- In dealing with complaints, DPN will take account of its duty to promote equality and diversity.

What is a complaint?

DPN define a complaint as a concern, problem or ‘any expression of dissatisfaction that relates to DPN and that requires a formal response’.

HOW TO COMPLAIN ABOUT DIGITAL PENINSULA NETWORK (DPN)

We hope that most problems can be resolved simply by getting in touch with your regular contact at Digital Peninsula Network (DPN). If, having done this, you remain unhappy about the problem you may wish to make a formal complaint.

OUR PROMISE TO YOU

Digital Peninsula Network (DPN) aims to provide a responsive and timely service to all our customers, we will:

- treat all complaints seriously and deal with them properly;
- resolve complaints promptly; and
- learn from complaints and take action to improve our service.

HOW TO MAKE A COMPLAINT

If you have a complaint about the service provided you can either:

- Telephone 01736 333700 and ask to speak to the Managing Director, Janus Howard
- Send your complaint by post to Digital Peninsula Network Limited, 1-2 Old Brewery Yard, Penzance, Cornwall, TR18 2SL
- E-mail janushoward@digitalpeninsula.com.

In all cases you should aim to provide as much relevant information as possible so that we can deal with your complaint promptly. Please also include your contact details in case we need to obtain more information from you.

However, if the matter is of an environmental issue, please contact Gerson Velasquez, Environment & Waste Champion, at DPN in the first instance.

WHAT HAPPENS NEXT?

You will receive an acknowledgement from us that your complaint has been received. If you find that you have not received an acknowledgement within five working days of submitting your complaint, please contact Digital Peninsula Network (DPN) again.

RESPONDING TO COMPLAINTS

In acknowledging receipt of your complaint, we will give an indication of how long it will take to send you a detailed response. In most cases, we would aim to provide a full reply within ten working days. However, this may not always be possible, especially if we need to obtain further information from someone outside Digital Peninsula Network (DPN). If it proves impossible to send a detailed answer to your complaint within the time originally indicated we will contact to you again explaining the reason why and to tell you when you will receive a full response.

If you are still not satisfied with the response and reply to your complaint, you can bring it to the attention of the Chairman of the Board of DPN, who will carry out an investigation along the timescales detailed above along with advice from a solicitor if necessary.

FREEDOM OF INFORMATION ACT

Complaints about non-compliance with the Freedom of Information Act 2000 or the Data Protection Act should be directed to:

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The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Online: ico.org.uk/make-a-complaint/

Email: casework@ico.org.uk

More information at: <https://ico.org.uk>

It is a matter for the Commissioner as to whether they will investigate your complaint.

COMPLAINTS REGARDING QUALIFICATIONS

If your complaint is regarding a qualification then please refer to our Learner Appeals Procedure, which you will have been made aware of at Induction of your course and complies with Awarding Body regulations.