Design Council External Complaints Policy

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The Design Council
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External Complaints Policy

Although we do our best to deliver well designed services that meet people's needs effectively, complaints do occasionally arise. We welcome all feedback and will work to address the matter as swiftly as possible.

If you have a complaint about Design Council, you can raise it with us by following the process below.

Raising a complaint

If you have a complaint about the service you have been given, please raise the issue first with the colleague you have been dealing with at Design Council. They will try and resolve your complaint promptly and informally.

If the complaint is in connection with that person, or if you are unsure who to address, please contact info@designcouncil.org.uk or +44 (0)20 7420 5200.

Your complaint will be acknowledged in writing within 5 working days, including confirmation of the person who will be addressing the matter. We aim to resolve all complaints within 20 working days. However, if we feel it is likely to take longer to address your complaint, we will give you an estimated response time in this letter.

In order for us to address your complaint as effectively and quickly as possible, please provide as many details as possible when you first contact us – setting out the facts as clearly as you can, and including important information such as dates and the names of any people you dealt with at Design Council. You can also let us know of any suggestions you might have about what we could do to rectify the situation.

If your complaint remains unresolved

We hope to resolve the majority of complaints in the first response. However, if you aren't happy with the proposed resolution, you can contact us again and ask for the matter to be addressed by a member of the Management team.

You must contact us within 20 working days after receiving our initial response to your complaint. Please address your request to the person handling your complaint, who will refer your query to a member of the Management team. They will write to you within 5 working days to acknowledge the unresolved complaint. They will then review the case, and provide you with a written response within 20 working days.

If you remain dissatisfied, you can write to Design Council's Chief Executive who will review your complaint. You will receive a final response to your case within 20 working days.

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