

Innovate UK Business Growth complaints

Innovate UK Business Growth is a service of Innovate UK (part of UKRI) and is delivered by a consortium of organisations with a focus on supporting the growth of small and medium-sized enterprises. In line with HM Government priorities, Innovate UK sets the vision and strategic direction of the service and the partners work together with Innovate UK to deliver it.

Complaints will be addressed following the procedure of the organisation to which they relate:

- Complaints relating to the Innovate UK Business Growth service itself should be made via the [UKRI Complaints Procedure](#).
- Complaints relating to the delivery of the service by one, or more, of our partner organisations (for example, the conduct, behaviour or performance of an Innovation and Growth Specialist) should be made via the complaints procedure(s) of that/those organisations, reached via our Innovate UK Business Growth National Enquiry Gateway (NEG).

As a result, complex complaints may need to be addressed by two different procedures and the complainant may receive two separate responses, each addressing the relevant elements of the complaint.

All partners are committed to operating responsive, transparent and fair complaints processes.

How to make a complaint

For complaints about the Innovate UK Business Growth service or if you need advice about where to direct your complaint, please contact BusinessGrowth@iuk.ukri.org as directed by the [UKRI Complaints Procedure](#).

The team will acknowledge your complaint and inform you when you can expect a response. If your issue is not resolved following the response, you can make a formal complaint by following Step Two of the [UKRI Complaints Procedure](#).

If your complaint is about the delivery of the Innovate UK Business Growth service by one of our partners, for example, the conduct, behaviour or performance of an Innovation and Growth Specialist, you should contact our Innovate UK Business Growth National Enquiry Gateway (NEG) in the first instance at contact@iukbg.ukri.org. Your complaint will be assigned to a manager within the relevant partner organisation and addressed in line with that organisation's complaints procedure.

While we take all concerns seriously, Innovate UK is unable to investigate or adjudicate complaints concerning third-party organisations. We are only able to consider issues that fall within our own operational remit and areas of direct accountability.