

LEP Network Complaints Policy & Procedure

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1.0 Introduction

- 1.1 The LEP Network is committed to using its resources effectively and efficiently. It is our aim to provide an excellent service to our stakeholders. We recognise that there may be occasions when a stakeholder may not be happy with our service and might want to complain. The LEP Network is committed to creating a work environment with the highest possible standards of openness, probity and accountability. In view of this commitment we encourage employees and others with serious concerns about any aspect of the LEP Network work to come forward and voice those concerns without fear of reprisal. For employees and those working closely with the LEP Network, please follow the [whistleblowing policy](#) on our website. For third parties and members of the public, please follow the confidential complaints procedure outlined below.
- 1.2 However, if a member of the public or third party believes that their complaint fits the description below; they can elect to report their concerns through the [whistleblowing policy](#) procedure
- 1.3 **Whistleblowing** - where an individual who has concerns about a danger, risk, contravention of rules or illegality provides useful information to address this. In doing so they are acting in the wider public interest, usually because it threatens others or impacts on public funds. By contrast, a grievance or private complaint is a dispute about the individual's own position and has no or very limited public interest.

2.0 Definition of a complaint

- 2.1 A complaint can be defined as 'something that is unsatisfactory or unacceptable'¹. Complaints can be about things that have affected you such as:
 - Decision making processes
 - Actions or lack of actions by LEP Network staff or contractors
 - Our services

3.0 How to make a complaint

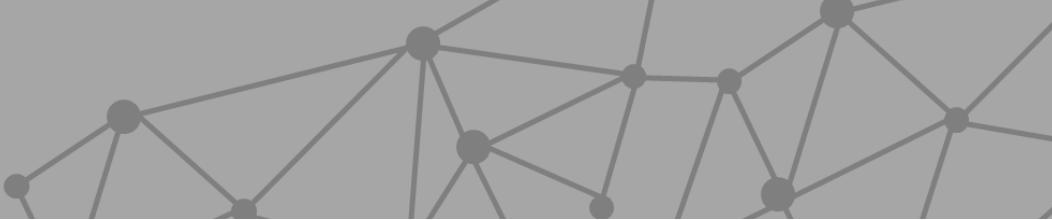
- 3.1 Please submit any complaints in writing by email to the Director of the LEP Network,

Warren Ralls warren@lepnetwork.net

- 3.2 Please include:

- What you feel we did wrong
- How we could do it better next time
- How you think we could resolve the complaint

¹ Oxford Dictionary



4.0 Anonymous complaints

- 4.1 The LEP Network takes all complaints and concerns raised by members of the public and third parties seriously. We will investigate anonymous allegations. However, we remind complainants that when people put their names to an allegation the ability to investigate and therefore reach firm conclusions is strengthened. Concerns expressed anonymously will be considered at the discretion of the LEP Network. When exercising this discretion, the factors to be taken into account would include:
- the seriousness of the issue raised;
 - the credibility of the concern; and
 - the likelihood of confirming the allegation from attributable sources.

- 4.2 Anonymous complaints can be sent to our registered business address:

Oakley House
Headway Business Park
3 Saxon Way West
Corby
NN18 9EZ

5.0 Investigation of the complaint

- 5.1 We will aim to acknowledge your complaint within 5 working days.
- 5.2 We will aim to investigate your complaint within 10 working days. This may include telephoning you for more information. We can meet you in person although this may take longer as we would need to arrange a suitable meeting place in London.
- 5.3 You are welcome to have someone accompany you on any phone calls or to any meetings.
- 5.4 We reserve the right to ask an independent person to investigate the complaint if we feel it is out of our scope.
- 5.5 We will aim to respond to your complaint in writing via email within 15 working days.

6.0 Confidentiality

- 6.1 We will respect your confidentiality when dealing with your complaint. We will not share details of your complaint with third parties.
- 6.2 If you want us to keep your complaint confidential within the LEP Network, please tell us in your letter or email of complaint.
- 6.2 We will not share our investigation into the complaint with you as this may contain personal information relating to staff or third parties that would breach their right to confidentiality. However, we will tell you what actions we took to investigate the complaint.



7.0 Response to the Complaint

7.1 We will provide a written response by email which will include:

- What your complaint is about
- How we have investigated the complaint
- Whether we uphold or dismiss your complaint
- Any action we will take as a result of the investigation
- Details of how to appeal our decision

8.0 LEP Chairs Appeals Panel

8.1 If you are unhappy with our response to your complaint, you have the option to ask to have your complaint and our response reviewed by a panel of 3 LEP Chairs.

8.2 The panel will invite you to present your complaint and to explain why you are not happy with our response.

8.3 The Panel will ask us how we investigated the complaint, our findings and what action we have taken as a result of the investigation.

8.4 The Panel will make a decision on whether they agree with our decision making and communicate this in writing within 10 days of the appeal.

8.5 The LEP Chairs Appeals Panel decision is final and we will undertake to implement any recommendation that may come out of the appeals process.

LEP Network

April 2018