



GREATER LINCOLNSHIRE LEP

Enquiries, Compliments and Complaints Policy

Name of Document	Enquiries, Compliments and Complaints Policy
Purpose	To provide a framework and guidance for dealing with enquiries, compliments and complaints.
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Policy lead officer	LEP Chief Executive

Version Control

Please note this document is valid until formally revoked or replaced

Version	Date	Changes
2.0	August 2022	Move to new template Hyperlinks updated Re-ordering of sections for improved clarity

1. INTRODUCTION

- 1.1. Greater Lincolnshire Local Enterprise Partnership (GLLEP) aims to deliver an excellent level of customer service. We want to make sure that our customers are satisfied with all of our services all of the time and ensure that we provide a professional service that follows our systems and procedures as detailed in our Local Assurance Framework. This policy and procedure describes how we will manage and respond to enquiries, compliments and complaints.
- 1.2. We welcome all comments and feedback, as this helps us continually review and improve, ensuring we deliver a high-quality service.
- 1.3. The purpose of this document is to clearly set out for staff and customers how comments and feedback will be received and responded to. All enquiries, compliments and complaints will be dealt with appropriately, will be taken seriously and will be acted on.
- 1.4. Our website contains a variety of online forms that can be completed to make enquiries, provide compliments, or make complaints. We encourage you to use these options, but you can also find direct e-mail addresses and postal addresses within the policy. Visit <https://www.greaterlincolnshirelep.co.uk/> and click the "Contact Us" button at the top of the page to access online forms.

2. ENQUIRIES

2.1. GENERAL ENQUIRIES

- 2.1.1. The GLLEP welcomes all general enquiries. We would also like to hear from you if you have a suggestion on how we can improve or if you have been particularly happy with any part of the service you received from the GLLEP.
- 2.1.2. You can make an enquiry to the GLLEP by using the following contact details:

☎ 01522 550540

✉ GreaterLincsLep@lincolnshire.gov.uk

✉ Enquiries
Greater Lincolnshire LEP
Lancaster House
36 Orchard Street
Lincoln
LN1 1XX

- 2.1.3. We will aim to respond to your written enquiry or voice message within 5 working days of receipt.
- 2.1.4. All members of the GLLEP team will do their best to respond to enquiries promptly. However, should you send your enquiry to any point of contact at the GLLEP other than the above we cannot guarantee that you will receive a response.
- 2.1.5. Please note that the GLLEP receives a large number of emails, letters and phone calls each day and we will try to reply to you as quickly as possible. General enquiries, including emails, are dealt with in the order in which they are received.

2.2. SPECIFIC BUSINESS ENQUIRIES


- 2.2.1. If your enquiry is in relation to general business support and where you can go to get help in growing your business you may wish to contact the Business Lincolnshire Growth Hub directly in advance of awaiting a response. The Growth Hub is Greater Lincolnshire "One-Stop-Shop" for business information, loans, grants, advice and support. Further information and contact details for the Growth Hub can be found at www.businesslincolnshire.com.

2.3. MEDIA ENQUIRIES

- 2.3.1. Any media enquiries for the GLLEP should be directed to:

Jez Ashberry, Shooting Star PR

 jez@weareshootingstar.co.uk

 07780735071

2.4. INVITATIONS

- 2.4.1. If you would like to invite the GLLEP to attend an event you are holding, or invite one of our Directors to speak at an event, please send as much information as possible to us in writing at the following address:


 GreaterLincsLep@lincolnshire.gov.uk

- 2.4.2. We will acknowledge your invitation within 5 working days of receipt and let you know when we will be able to respond.


- 2.4.3. Please note that the Greater Lincolnshire LEP receives a large number of invitations to speak at events and, whilst we will always try to accommodate event invitations, this will not always be possible.
- 2.4.4. If you would like a Greater Lincolnshire LEP Director to speak at an event you are running, it is recommended that you contact us with as much advanced notice as possible.

3. COMPLIMENTS

- 3.1. If you have a compliment in relation to a service received by the GLLEP, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them.
- 3.2. Positive remarks about our services are invaluable in the work we do. This type of feedback is used to help improve our wider offer and helps us understand what areas our customers have found particularly good.

 01522 550540

 GreaterLincsLep@lincolnshire.gov.uk

 Compliment
Greater Lincolnshire LEP
Lancaster House
36 Orchard Street
Lincoln
LN1 1XX

4. COMPLAINTS

- 4.1. We aim to provide the best possible service to customers for the benefit of the entire Greater Lincolnshire area. However, if we get it wrong, we want to know about it and will try to put things right as quickly as possible.

4.2. OUR AIM

- 4.2.1. We take complaints seriously. While we try to provide a good service, we know that sometimes things go wrong. We have developed a complaints procedure in response to this. We aim to resolve complaints quickly and fairly and we will try to rectify any mistake or misunderstanding straight away. Sometimes it may take longer, but we will keep you informed throughout the process.

4.3. WHAT WE LEARN FROM COMPLAINTS

- 4.3.1. We keep records of all the complaints we receive and monitor them regularly. This helps us to:
 - 4.3.1.1. Identify areas of service where we need to make changes and improvements;
 - 4.3.1.2. Make sure we are dealing with complaints effectively and consistently.

5. HOW TO MAKE A COMPLAINT TO THE GREATER LINCOLNSHIRE LEP

5.1. STAGE ONE


- 5.1.1. The people who can best deal with a complaint are those who provide the service. You should speak or write to the member of the team that you have been dealing with and explain the reasons you are unhappy with the GLLEP. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.
- 5.1.2. We will acknowledge your complaint within 5 working days.
- 5.1.3. We will investigate your complaint and we will respond within 15 working days. If we cannot do this, we will let you know when you can expect a reply.

5.2. STAGE TWO

- 5.2.1. If you are not satisfied with the response provided at Stage One, you can complain to the GLLEP Senior Management Team:

Ruth Carver

 Ruth.Carver@lincolnshire.gov.uk

 Ruth Carver
Greater Lincolnshire LEP
Lancaster House
36 Orchard Street
Lincoln
LN1 1XX

- 5.2.2. In your response, please include details of the elements at Stage One you are dissatisfied with.

- 5.2.3. We will investigate your complaint and respond to you within 15 working days. An investigation may take longer than this but if it does, we will explain the reasons why and let you know when you can expect a full reply.

6. COMPLAINT EXCEPTIONS

- 6.1. The above process covers the general complaints and enquiries procedure for the GLLEP. We have separate procedures for a number of areas as follows:

6.1.1. Complaints in relation to specific funding programmes which you may be involved in will, generally, follow the same process as outlined above. However, there may be some differences to this procedure, including the relevant evaluation panel reviewing your complaint. In these cases, if there are differences to the above procedure, the appropriate process for complaints will be notified in the relevant guidance document for the funding stream to which you are applying;

6.1.2. Complaints or enquiries in relation to the GLLEP's Accountable Body (Lincolnshire County Council) will need to follow standard council procedures. This will include enquiries such as Freedom of Information Requests. Further detail on Lincolnshire County Council's policies can be found at www.lincolnshire.gov.uk;

6.1.3. The Greater Lincolnshire LEP Board of Directors, Members and Corporate Governance framework adheres to the Articles of Association of Greater Lincolnshire Local Enterprise Partnership Limited. The Company's Articles of Association are available at [https://www.greaterlincolnshirelep.co.uk/assets/documents/Reference_19 - Articles of Association %28February 2021%29.pdf](https://www.greaterlincolnshirelep.co.uk/assets/documents/Reference_19_-_Articles_of_Association_%28February_2021%29.pdf).

- 6.2. We will not normally investigate your complaint if it is something you knew about for more than 12 months before contacting us first time.

7. CONFIDENTIAL REPORTING OF COMPLAINTS

- 7.1. The GLLEP 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 GLLEP's work to come forward and voice those concerns without fear of reprisal.

- 7.2. For employees and those working closely with the GLLEP, please follow the whistleblowing policy on our website: <https://www.greaterlincolnshirelep.co.uk/about/corporate-governance/lep-policies/>

- 7.3. For third parties and members of the public, please follow the confidential complaints procedure outlined in para 7.7 below.

- 7.4. If a member of the public or third party believes that their complaint fits the description in para 7.4 below, they may report their concerns through the

whistleblowing policy procedure. See

<https://www.greaterlincolnshirelep.co.uk/documents/policy-10-whistleblowing-policy-february-2018/>


- 7.5. *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 individuals own position and has no or very limited public interest.
- 7.6. If a member of the public or a third party wants to make a confidential complaint or raise a concern, it will be treated in confidence and every effort will be made to protect the person's identity if they wish to remain anonymous. The GLLEP will investigate all complaints or allegations.

8. CONFIDENTIAL COMPLAINTS PROCEDURE

- 8.1. The GLLEP is aware that our complaints procedure detailed above may not be suitable if someone wants the complaint to remain confidential. If you would like to make a confidential complaint please write or email to:

Ruth Carver

 Ruth.Carver@lincolnshire.gov.uk

 Ruth Carver
Greater Lincolnshire LEP
Lancaster House
36 Orchard Street
Lincoln
LN1 1XX

- 8.1.1. Please state within the email subject title or envelope:
FAO RUTH CARVER ONLY - CONFIDENTIAL COMPLAINT

8.1.2. You may also use our Confidential Complaints Online Form <https://www.greaterlincolnshirelep.co.uk/contact-us/confidential-complaints> In this case, the complaint will go directly to the officer named above and can't be accessed by any other party.

8.2. ANONYMOUS ALLEGATIONS

- 8.2.1. We will investigate anonymous allegations but 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 GLLEP. When exercising this discretion, the factors to be taken into account would include:

- 8.2.1.1. The seriousness of the issue raised;
 - 8.2.1.2. The credibility of the concern; and
 - 8.2.1.3. The likelihood of confirming the allegation from attributable sources.
- 8.2.2. The Ministry of Housing, Communities and Local Government Department may request information arising from this process if they have concerns regarding a LEP or have been approached with similar complaints. The expectation is that this information will be provided on an anonymous basis, but it may be necessary to provide personal details to progress a complaint.
- 8.2.3. Where details are gathered, the GLLEP will put in place appropriate data protection arrangements in line with the [Data Protection Act 1998](#).

8.3. ACTION TAKEN BY THE LEP


- 8.3.1. The designated complaints officer will raise your concern and investigate the complaint. You can expect the officer to:
- 8.3.1.1. Contact you within 10 working days to acknowledge the complaint and discuss the appropriate course of action;
 - 8.3.1.2. Write to you within 28 working days with findings of the investigation;
 - 8.3.1.3. Take the necessary steps to rectify the issue.

8.4. IF YOU ARE UNHAPPY WITH THE OUTCOME OF THE COMPLAINT OR THE COMPLAINT INVOLVES THOSE RESPONSIBLE FOR THE CONFIDENTIAL COMPLAINTS PROCEDURE

- 8.4.1. You can escalate your concerns through other organisations mentioned in the normal complaints procedure e.g. the GLLEP's Accountable Body which is Lincolnshire County Council. These organisations will have their own confidentiality procedures.
- 8.4.2. If you are either unable to raise the matter with the GLLEP or you are dissatisfied with the action taken, you can report it directly to the Cities and Local Growth Unit in the Ministry of Housing, Communities and Local Government and the Department for Business, Energy and Industrial Strategy at:

LEP Policy Deputy Director

 LEPPolicy@communities.gsi.gov.uk

 LEP Policy Deputy Director
Cities and Local Growth Unit
Fry Block
2 Marsham Street
London
SW1P 4DF

8.4.3. You should clearly mark your email or letter as “**Official - complaints**”.