

# Humber LEP Feedback and Complaints Policy

March 2019

## **Introduction**

Our feedback policy has been developed to cover four elements: compliments, comments, concerns and complaints. Providing good quality services is important to us and comments from our stakeholders are an important way to help make us improvements to what we do and the way we do things.

## **Feedback and Complaints Policy**

We aim to provide good quality services and your comments are important in shaping our services.

We are pleased to get your comments and views, and aim to use what you tell us to make improvements. To help us do this, we have a customer feedback scheme so that you can compliment us, make comments about what we do, raise concerns and make complaints, including confidential complaints. We also have a Whistleblowing Policy, and the difference is explained below.

If you want to give us feedback please email us at [feedback@humberlep.org](mailto:feedback@humberlep.org) or telephone us 01482 485262.

## **Compliments, comments, concerns and complaints**

### ***Compliments***

When we get a compliment we will tell the people you are pleased with. We will tell you when we do this and show others what you think we do well.

### ***Comments***

If you complain about why we do things, not what we do, we will treat that as a comment not as a complaint. We welcome your suggestions as to how we can improve what we do.

### ***Concerns***

You may wish to tell us to look at something to help avoid a problem happening.

When we get a comment or concern, we will:

- make sure it reaches the right person within our organisation
- tell you, where possible, what action may be taken as a result once we know what that action is.

We may publish compliments and comments in some of our publicity. We will not publish your name or the name of your organisation without permission. We will not publish your contact details.

## **Complaints**

Our definition of a complaint is:

***“An expression of dissatisfaction with the LEP’s quality of service – whether that service is provided directly by the LEP or by a contractor or partner – that calls for a response.”***

Wherever possible, we will agree a suitable solution and carry it out as soon as possible. We will also try to avoid the same thing happening again.

When dealing with your complaint we promise we will -

- keep you informed
- treat you fairly
- look into your case fully and properly

The process for making a complaint is outlined later in this policy.

### **Complaints and whistleblowing: using the right procedure**

The LEP is committed to operating in an 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’s work to come forward and voice those concerns without fear of reprisal.

The procedure you should follow depends on who you are and the nature of your complaint.

### **Employees and those working closely with the LEP**

Employees should refer to Hull City Council’s workforce policies.

Those working closely with the LEP, including Board and sub-group members, should follow the [Whistleblowing Policy](#) on our website.

### **Third parties and members of the public**

Third parties and members of the public should normally follow the confidential complaints procedure outlined below.

However, if a third party or member of the public believes that their complaint fits the description below, they may alternatively report their concern through the [Whistleblowing Policy](#) procedure.

Whistleblowing is 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 complaint is a dispute about the individual's own position and has no or very limited public interest.

### **Confidentiality**

If a member of the public or a third party wants to make a confidential complaint, 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 LEP will investigate all complaints or allegations.

### **Anonymous allegations**

The LEP takes all complaints and concerns raised by members of the public and third parties seriously. 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 LEP. 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.

The Ministry of Housing, Communities and Local Government 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.

Where details are gathered, the LEP will put in place appropriate data protection arrangements in line with the Data Protection Act 1998.

### **How to make a complaint**

#### **Stage 1**

You can make a complaint by emailing [feedback@humberlep.org](mailto:feedback@humberlep.org) or writing to us at our postal address:

Humber LEP  
47 Queen Street  
Hull  
HU1 1UU

Please mark your email or letter as a complaint.

You should include as much relevant information as possible, including any dates, reference numbers, copies of correspondence and names of people or organisations involved. This will help us to investigate more quickly.

### **Confidential complaints**

If you are concerned about the confidentiality of your complaint, you may alternatively address it to one of the following:

- Kishor Tailor, Chief Executive – [k.tailor@humberlep.org](mailto:k.tailor@humberlep.org)
- Richard Kendall, Executive Director Strategic Policy & Business Development – [r.kendall@humberlep.org](mailto:r.kendall@humberlep.org)
- Teresa Chalmers, Executive Director Employment & Skills – [t.chalmers@humberlep.org](mailto:t.chalmers@humberlep.org)

Please mark your email as “Confidential – complaint”.

If the complaint involves the LEP’s Chief Executive, you should address it to the LEP’s accountable body:

Mark Jones  
Director of Regeneration  
Hull City Council  
[Mark.jones@hullcc.gov.uk](mailto:Mark.jones@hullcc.gov.uk)

Tel. 01482 615128

The Guildhall  
Hull  
HU1 2AA

Please mark your email/letter as “Confidential – complaint”.

If your complaint involves a LEP Board member, you should address it to the Chief Executive. The Chief Executive will co-ordinate the investigation and call on an appropriate panel of Board members not involved in the matter.

This procedure will be followed regardless of how you contact us, and your complaint may be passed to a more appropriate member of staff to investigate (but not a member of staff involved in the matter you are complaining about).

We will let you know we have your complaint within 3 working days and aim to send a full response within 10 working days. If we need more time, or signed permission from the complainant if you complain on their behalf, we will tell you when we expect we can answer in full.

When you have our full answer, if you are happy or if we do not hear from you within 28 days, we will close the complaint.

## **Stage 2**

If you are not happy tell us why. A different person will look again at your case, using your additional information to help us. We aim to send a full response within 20 working days.

When you have our full answer from Stage 2, if you are happy your complaint is resolved or if we do not hear from you within 28 days, we will close your complaint.

## **Stage 3 review**

You can end your complaint under the LEP's procedure OR you can ask if a panel of Board members to look at your complaint.

### ***Board Member Panel***

If you are still unhappy after Stage 2 you can request that a panel of LEP Board members looks at your complaint. Not every case can go in front of the Board. Your request will be looked at carefully and you will be told, within 20 working days, if the panel agrees to consider your complaint. You will be invited to state your case in person if you wish and can bring a friend or family member. You will usually be given the outcome at the end of the meeting.

When you have our answer, if you are happy your complaint is resolved, or if we do not hear from you within 28 days, we will close your complaint.

**Please note:** If you ask us for a Stage 3 review after your complaint was closed (outside the 28 day timescale) please tell us your reasons for the delay.

**This ends the LEP's complaints procedure.**

### **Still dissatisfied after the procedure has finished?**

If you are unhappy with the outcome of the complaint or the way the LEP has handled your complaint, you can raise your concern through the LEP's accountable body's [complaints procedure](#) at or by contacting the Council at the address above.

If you are either unable to raise the matter with the LEP/accountable body or you are dissatisfied with the action taken you can also report it direct 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 the following email address: [localgrowthassurance@communities.gov.uk](mailto:localgrowthassurance@communities.gov.uk) or by writing to: LEP Compliance Deputy Director, Cities and Local Growth Unit, Fry Block, 2 Marsham Street, London, SW1P 4DF. You should clearly mark your email or letter as "Official - complaints".

If you would like help making a complaint, you can contact your local councillor or MP. You can also get help from a specialist advice agency or organisation which represents people, such as a Citizens Advice Bureau.

## **Contact us**

If you want to give feedback to the LEP about its quality of service please contact us at:

Email: [feedback@humberlep.org](mailto:feedback@humberlep.org)

Post:  
Humber LEP  
47 Queen Street  
Hull  
HU1 1UU

Tel: 01482 485260