

**HERTFORDSHIRE LOCAL ENTERPRISE PARTNERSHIP**

**COMPLAINTS POLICY AND PROCEDURE**

For the avoidance of doubt, this policy should be read in conjunction with [Hertfordshire County Councils \(“HCC”\) Complaints policy](#) and procedure.

**Confidential reporting of complaints**

1. The LEP 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’s work to come forward and voice those concerns without fear of reprisal. For employees and those working closely with the LEP, please follow the [LEP Whistleblowing Policy](#). For third parties and members of the public, please follow the confidential complaints procedure outlined below.
2. If a member of the public or third party believes that their complaint fits the description below, they may report their concerns through the [LEP Whistleblowing Policy](#) and procedure.
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 individuals own position and has no or very limited public interest.

**Confidentiality**

4. If a member of the public or a third party wants to make a confidential complaint or raise a concern, via the LEP directly, 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**

5. HCC and the LEP takes all complaints and concerns raised by members of the public and third parties seriously. The LEP 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 HCC and 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.
6. The Department of 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.
7. Where details are gathered, the LEP will put in place appropriate data protection arrangements in line with the [Data Protection Act 1998](#).

## Confidential Complaints Procedure

8. The LEP is aware that the organisation's ordinary complaints procedure 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:
- Neil Hayes, Executive Director at [neil.hayes@hertfordshirelep.co.uk](mailto:neil.hayes@hertfordshirelep.co.uk) and
  - Sally Stanley, Office Manager at [sally.stanley@hertfordshirelep.co.uk](mailto:sally.stanley@hertfordshirelep.co.uk)
9. State that you want the complaint to remain confidential.
10. If the complaint relates to either of the above, then you will need to follow [HCC complaint policy and procedures](#).
11. If a confidential complaint is made directly to the LEP a designated complaints officer will be appointed to consider your concern and investigate the complaint. You can expect the officer to:
- Contact you within 10 working days to acknowledge the complaint and discuss the appropriate course of action.
  - Write to you within 28 working days with findings of the investigation. If the investigation has not concluded within 28 working days, the officer will write to you to give reasons for the delay in resolving the complaint.
  - Take the necessary steps to rectify the issue
12. If you are unhappy with the outcome of the confidential complaint or the complaint involves those responsible for the confidential complaints procedure:
- You can escalate your concerns through [HCC's complaint policies and procedures](#) and other organisations mentioned in HCC's complaint policy and procedures, who will have their own confidentiality procedures.

- You can escalate your concerns with the Chair of Hertfordshire LEP by writing to [chair@hertfordshirelep.co.uk](mailto:chair@hertfordshirelep.co.uk) who will respond on behalf of the LEP Board if necessary.
- If you are either unable to raise the matter with the LEP or you are dissatisfied with the action taken you can report it direct to the Cities and Local Growth Unit in the Ministry of Housing, Communities and Local Government and the Department of Business, Energy and Industrial Strategy, at the following email address: [LEPPolicy@communities.gsi.gov.uk](mailto:LEPPolicy@communities.gsi.gov.uk) or by writing to LEP Policy 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".

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