

North East LEP Complaints Procedure

We aim to provide high-quality services however if you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints promptly, fairly, and effectively;
- To ensure that all complaints are handled in a consistent way;
- To use complaints constructively in the planning and improvement of our services.

When you tell us what you are not happy with, we can try to put things right.

We will approach your complaint in such a way that we can handle it as quickly as possible

Complaints will be treated positively and used as an opportunity to improve the level of service provided. The complaints procedure forms part of North East LEPs corporate management process.

We operate a simple three step approach for ease of handling complaints. This policy is reviewed annually by the Senior Management Team to ensure that whatever improvements to our service can be made, they are identified and acted upon.

The Procedure

Stage One

Anyone who wishes to complain about any aspect of the service that they have received from the North East LEP are requested to initially contact the employee who they have dealt with and in all cases where they feel the service that should have been provided has not been provided. This may include the following situations:.

- A service has not been provided to an appropriate standard
- A request for a service has not been answered/actioned
- A complaint that an employee or Board member was rude or unhelpful
- A staff member failed to attend a scheduled appointment.

Contact should be made either in writing or by telephone where the employee will aim to rectify the complaint either:

Immediately over the telephone, or

by meeting with you within five working days

Where the employee is temporarily unavailable to deal with the issue, a Manager will write to you within two working days and inform you of the date when a personal response from the relevant employee can be expected. In any event, this response will be within fourteen days.

In most cases, we would expect that by contacting the relevant employee directly we will be able to rectify the issue. If however, you are dissatisfied with the outcome of this response, you may progress your complaint more formally to the second stage of this procedure.

Stage Two

If you have spoken to the relevant employee about your complaint but they have not been able to put things right, or you are not happy with the result, the next step available to you is to make a formal complaint.

At this stage, we need the details in writing. You can email us at Info@NELEP.co.uk or you can write a letter to us and send it to:

The Chief Operating Officer,

North East Local Enterprise Partnership

1 St James' Gate

Newcastle Upon Tyne

NE1 4AD

A member of the Senior Management Team will be assigned to your case and proceed to investigate the complaint. They will:

Contact you within five days to discuss the complaint

Liaise with the employee involved in the initial stage 1 process.

Write to you within 14 working days with findings of the investigation

Take the necessary steps to rectify the issue

Local Government Ombudsman

Stage 3 Independent External Complaint Review

North East Combined Authority – Complaints Procedure



The North East Combined Authority (NECA) is the public accountable body for the North East LEP and should only be approached if you feel your complaint has not been fairly handled and resolved following Stage 2 above. You should write with a request asking the NECA Complaints Officer to review your complaint. Please do this within 10 working days of receiving the outcome of your Stage 2 complaint from the North East LEP.

When you contact NECA, please provide your name and address - including your postcode - and your phone number.

Contact us

If you wish to make an appointment to discuss a complaint please contact the Monitoring Officer by Email: complaints@northeastca.gov.uk
In writing to:

Complaints at North East Combined Authority
The Quadrant
Silverlink North
Cobalt Business Park
North Tyneside

NE27 0BY

The NECA Complaints Officer will write to you within three working days to let you know:

- **They are reviewing your complaint;**
- **approximately how long it will take to carry out the review; and**
- **when we they will send out a written reply.**

NECA aims to complete Step 3 complaints within 25 working days.

Local Government Ombudsman

You can contact the Local Government Ombudsman about your complaint at any time. However, the Ombudsman usually gives the North East LEP and NECA the opportunity to investigate first.

You can contact the Local Government Ombudsman at:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Phone: 0300 061 0614
Fax: 0247 682 0001
Text: 'call back' to 0762 480 3014
Website: www.lgo.org.uk.