

## The Marches LEP Enquiries, Complaints and Confidential Complaints Policy

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### Enquiries and Compliments

The Marches LEP 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 Marches LEP.

You can make an enquiry to the Marches LEP using the following contact details:

Tel: 07990 086392

Email: [rachel.laver@marcheslep.org.uk](mailto:rachel.laver@marcheslep.org.uk)

Post: Marches LEP, Cameron House, Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury, SY1 3GA

Please note that the Marches LEP receives a large number of emails, letters and phone calls each day. We will try to reply to you as quickly as possible, however, please note that general enquiries, including emails, are dealt with in the order in which they are received.

We will respond to your written enquiry within 5 working days of receipt.

Comments received by the Marches LEP will be logged and reviewed regularly in order to help inform ways in which we can improve. If you have a compliment in relation to the service you have received from the Marches LEP, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them.

#### *Business, Skills and Support Enquiries*

If you are seeking business or skills support to help start or grow your business please contact The Marches Growth Hub: [enquiries@marchesgrowthhub.co.uk](mailto:enquiries@marchesgrowthhub.co.uk), or 0345 6000 727.

#### *Media Enquiries*

Any media enquiries for the Marches LEP should be directed to Be Bold Media

Email: [hello@beboldpr.com](mailto:hello@beboldpr.com), Tel: 01952 898121.

### Complaints

We are committed to providing the best possible service to customers for the benefit of the entire Marches region. However, if we get it wrong, we would like to know about it and we will try our best to put things right as quickly as possible.

We endeavour to deal with complaints promptly and fairly and we will try to resolve any mistake or misunderstanding as soon as possible.

If you are not happy with the level of service that you have received from the Marches LEP and wish to complain, please follow the complaints procedure outlined below.

What should I do if I want to make a complaint to the Marches LEP?

**Stage one:**

Contact Rachel Laver, Marches LEP Chief Executive, by emailing: [rachel.laver@marcheslep.org.uk](mailto:rachel.laver@marcheslep.org.uk), or letter: Marches LEP, Cameron House, Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury, SY1 3GA, explaining the reasons why you are unhappy with the service provided by the Marches LEP.

We can usually resolve mistakes and misunderstandings quickly and informally at this stage. We will acknowledge receipt of your complaint within 5 working days. We will then investigate your complaint and aim to respond within 10 working days. If we are unable to respond within this timeframe, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

**Stage two:**

If you are not satisfied with the response provided at stage one, you can escalate your complaint in writing, (by email or letter) to the Chair of the Performance, Risk and Monitoring Committee, c/o Marches LEP, Cameron House, Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury, SY1 3GA.

You should include details of which parts of the response at stage one you are not happy with. The Chair of the Performance, Risk and Monitoring Committee will investigate your complaint and aim to respond to you within 15 working days. If the investigation takes longer than this, we will contact you to inform you of a date by which you can expect a response, explaining the reason for any delay.

## **Confidential Complaints**

The Marches 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 Marches LEP, please follow the [Whistleblowing policy](#) on our website. For third parties and members of the public, please follow the confidential complaints procedure outlined below.

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.

*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.

## Confidentiality

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 LEP will investigate all complaints or allegations.

## Anonymous allegations

The Marches LEP 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. When exercising this discretion, the factors to be considered would include:

- The seriousness of the issue raised;
- The credibility of the concern; and
- The likelihood of confirming the allegation from attributable sources.

The Department for Levelling Up, Housing and Communities 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. However, it may be necessary to provide personal details to progress a complaint.

Where details are gathered, the Marches LEP will put in place appropriate data protection arrangements in line with the [Data Protection Act 2018 and the General Data Protection Regulation](#).

## Confidential Complaints Procedure

The Marches 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:

*Rachel Laver, Marches LEP Chief Executive, Cameron House, Knights Court,  
Archers Way, Battlefield Enterprise Park, Shrewsbury, SY1 3GA,*

State that you want the complaint to remain confidential.

## Action taken by the LEP

The designated complaints officer will raise your concern and investigate the complaint. You can expect the officer to:

- Contact you within 10 clear working days to acknowledge the complaint and discuss the appropriate course of action.
- Write to you within 28 clear working days with findings of the investigation. If the investigation has not concluded within 28 clear 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.

**If you are unhappy with the outcome of the complaint or the complaint involves those responsible for the confidential complaints' procedure:**

You can escalate your concerns through other organisations mentioned in the normal complaints' procedure e.g., the LEP's Accountable Body which is Shropshire Council. These organisations will have their own confidentiality procedures.

If you are either unable to raise the matter with the LEP or you are dissatisfied with the response received you can report it directly to the Cities and Local Growth Unit in the Department for Levelling Up, Housing and Communities and the Department for Business, Energy and Industrial Strategy, by emailing:

[localgrowthassurance@communities.gov.uk](mailto:localgrowthassurance@communities.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".

We keep records of all the complaints that we receive and monitor them regularly with our Performance, Risk and Monitoring Committee. This helps us to identify areas of service delivery where we need to make changes and improvements and to ensure that we are dealing with complaints effectively and consistently.

*This policy was last updated in September 2022.*