

Complaints Policy and Procedure

The London Legacy Development Corporation is committed to providing a high quality service to everyone we deal with. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We will listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

What is a complaint?

A complaint is an expression of dissatisfaction that requires a response, and any such complaint will be treated in line with this procedure.

Our policy covers complaints about:

- a. the services we provide
- b. the behaviour of our staff and contractors, and
- c. any action or lack of action by staff and contractors affecting an individual or group.

Our complaints policy does not cover:

- a. planning application appeals. Details of which can be found on our website in the [Planning section](#).
- b. appeals against decisions on Freedom of Information or Environmental Information Regulations requests (for which [a different procedure](#) is in place),
- c. matters that have already been fully investigated through this complaints procedure, or
- d. anonymous complaints.

Our standards for handling complaints

- We treat all complaints seriously, whether they are made by telephone, by letter, or by email.
- You will be treated with courtesy and fairness at all times. We ask that you will be courteous and fair in your dealings with our staff.
- We will treat your complaint in confidence within the Legacy Corporation.
- We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five working days and we will send you a full reply within 20 working days of receipt. If we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full.
- We will not treat you less favourably than anyone else because of your:
 - sex or marital status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed),
 - sexual orientation,
 - colour or race (this includes ethnic or national origin or nationality),
 - disability,
 - religious or political beliefs, or trade union affiliation, or
 - other unjustifiable factors, for example language difficulties or age.

Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. Representatives may include advice organisations, professionals such as social workers, friends or family members, and elected representatives.

Where a third party is helping a complainant with a particular complaint and written authority is held to that effect, if the representative asks to be kept informed of progress on the complaint all possible steps will be taken to ensure that this happens.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

How to Complain

You can make a complaint, using the contact details set out below, in a number of ways:

- By telephone
- By email
- In writing or letter

We have a three-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as details, including, where possible:

- The name of the service your are complaining about
- What have we failed to do
- When the incident or issue occurred
- What would you like to see done to resolve the complaint
- Your full name
- Your address
- Your telephone number or email address
- Who (if anyone) you have already contacted regarding this complaint

Your complaint should be sent to the Corporate Complaints team. Contact details are set out below.

The stages of the complaints procedure

Stage 1

This is the first opportunity for a service to resolve a complainant's dissatisfaction, and the majority of complaints will be resolved at this stage. In the first instance, we will seek to get your complaint resolved by the staff directly responsible for the relevant service area or facilities.

Stage 2

If you are dissatisfied with the initial response you may request a review by the relevant Legacy Corporation Director (who may nominate someone to investigate the complaint). Your request should be sent to the address given below, marked clearly as a 'Stage 2 Complaint', and specifying what response you have received to date.

Stage 3

If you are dissatisfied with this response you may request a review by the Legacy Corporation's Chief Executive (who may nominate someone to investigate the complaint). Your request should be sent to the address given below, marked clearly as a 'Stage 3 Complaint'.

Local Government Ombudsman

If the three-stage process has been followed but the complaint has not been resolved to your satisfaction, you may take your complaint to the Local Government Ombudsman. The Ombudsman is an independent body. They can be contacted in writing, by email or via the Local Government Ombudsman website.

Contact details for the Local Government Ombudsman are set out in the contact details section of this document:

Timescales for handling a complaint

At each stage of our complaints procedures we will take a maximum of 20 working days to respond to your complaint, and will acknowledge receipt of complaints within five working days. In most cases, complaints will be resolved a lot more quickly than that.

Extending time limits: we aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case we will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.

Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

Remedies

When we get things wrong we will act to:

- a. accept responsibility and apologise if appropriate,
- b. explain what went wrong and why, and
- c. put things right by making any changes required.

The action we take to put matters right in response to a complaint, can include any combination of the remedies set out in the "menu" below. The general principle we follow is that a complainant should, so far as possible, be put in the position he or she would have been in, had things not gone wrong.

The reason for our decision will be recorded by the decision maker and included in our response.

Comments

Quality of service is an important measure of the effectiveness of public bodies. Therefore we believe that learning from complaints is a powerful way of helping to develop our organisation and increase trust among the people who use our services. As well as learning from your complaints we are also interested in other ideas you may have on how we might do things better. We would also like you to tell us when we do things well.

You can make your comments by telephoning or writing to any members of our staff, or you can e-mail us. We will use your comments to help improve our service and the way we do things.

Unreasonable behaviour

All complaints will be processed in accordance with this policy. However, during this process, staff may have contact with unreasonable complainant behaviour and unreasonably persistent complainants.

The Local Government Ombudsman defines unreasonable and unreasonably persistent complainants as those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their, or other people's, complaints.

If a complainant's behaviour is viewed as unreasonable or unreasonably persistent, the Legacy Corporation will seek to explain why this is a problem, but may also place limits on communications with an individual, or refuse to enter into further correspondence on a matter in relation to which a complaint has been determined. In these cases, complainants remain free to complain to the Local Government Ombudsman.

Recording complaints

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.

We will handle your information in line with data-protection legislation.

Contacting us

All complaints and requests for review under our complaints procedures should be sent to the following address:

Complaints

London Legacy Development Corporation

Level 10, 1 Stratford Place

Montfichet Road

London

E20 1EJ

Email: complaints@londonlegacy.co.uk

Tel: 020 3288 1800

Construction Community Relations Hotline: If you have any questions or concerns regarding construction work on Queen Elizabeth Olympic Park you can contact the team by calling our 24-hour Community Relations hotline on 08000 722 110

The Local Government Ombudsman can be contacted at:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Email: advice@lgo.org.uk

www.lgo.org.uk

Tel: 0300 061 0614 or 0845 602 1983