

## Complaints Policy

### Document Control

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<b>Author</b>	<b>Peter Tudor</b>
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<b>Contributors</b>	<b>Rachael Clauson, Danny Budzak</b>
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## **1. Complaints Policy and Procedure**

- 1.1 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.
- 1.2 We will listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

## **2. What is a complaint?**

- 2.1 A complaint is an expression of dissatisfaction that requires a response, and any such complaint will be treated in line with this procedure.
- 2.2 Our policy covers complaints about:
  - 2.2.1 the services we provide,
  - 2.2.2 the behaviour of our staff and contractors, and
  - 2.2.3 any action or lack of action by staff and contractors affecting an individual or group.
- 2.3 Our complaints policy does not cover:
  - 2.3.1 planning application appeals. Details of which can be found on our website in the Planning section;
  - 2.3.2 appeals against decisions on Freedom of Information or Environmental Information Regulations requests, for which a different procedure is in place. Details of which can be found on our website in the Freedom of Information Section;
  - 2.3.3 matters that have already been fully investigated through this complaints procedure; or
  - 2.3.4 anonymous complaints.

## **3. Our standards for handling complaints**

- 3.1 We treat all complaints seriously, whether they are made by telephone, by letter, email, or in person.
- 3.2 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.
- 3.3 We will treat your complaint in confidence within the Legacy Corporation.
- 3.4 We will deal with your complaint promptly.

- 3.5 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.
- 3.6 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.
- 3.7 If possible a complaint must be made no later than two months after:
- 3.7.1 the date the event occurred or, if later,
  - 3.7.2 the date the event came to the notice of the complainant.
- 3.8 The time limit will not apply if the Legacy Corporation is satisfied that:
- 3.8.1 the complainant can give a good reason for not making the complaint within that time limit, and
  - 3.8.2 despite the delay, it is still possible to investigate the complaint effectively and fairly.
- 3.9 We will not treat you less favourably than anyone else because of your:
- 3.9.1 sex or marital status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed),
  - 3.9.2 sexual orientation,
  - 3.9.3 colour or race (this includes ethnic or national origin or nationality),
  - 3.9.4 disability,
  - 3.9.5 religious or political beliefs, or trade union affiliation, or
  - 3.9.6 other unjustifiable factors, for example language difficulties or age.

#### **4. Third Party Reporting**

- 4.1 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.
- 4.2 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.

#### **5. Confidentiality**

- 5.1 All complaints received will be dealt with confidentially and treated in compliance with the General Data Protection Regulations. These regulations give people more

information rights and replace the Data Protection Act.

## 6. How to Complain

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

- 6.1.1 By telephone
- 6.1.2 By email
- 6.1.3 In writing or letter

Complaints requiring a response should not be made through social media channels.

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

- 6.2.1 The name of the service you are complaining about;
- 6.2.2 What have we failed to do;
- 6.2.3 When the incident or issue occurred;
- 6.2.4 What would you like to see done to resolve the complaint;
- 6.2.5 Your full name;
- 6.2.6 Your address;
- 6.2.7 Your telephone number or email address;
- 6.2.8 Who (if anyone) you have already contacted regarding this complaint;
- 6.2.9 Your complaint should be sent to the Corporate Complaints team. Contact details are set out below.

6.3 Please be advised that complaints received more than twelve months after the event will not be handled.

6.4 Complaints about a specific venue at the Park should in the first instance be made directly to the venue. The contact details are as follows:

VENUE	TELEPHONE	EMAIL	ADDRESS
ArcelorMittal Orbit	0333 8008 099	<a href="mailto:tickets@arcelormittalorbit.com">tickets@arcelormittalorbit.com</a>	3 Thornton Street, Queen Elizabeth Olympic Park, London, E20 2AD
Copper Box Arena	020 8221 4900	<a href="mailto:copperboxarena@gll.org">copperboxarena@gll.org</a>	Queen Elizabeth Olympic Park London E20 3HB
Here East	020 3861 6844	<a href="mailto:Debbie.Newman@hereeast.com">Debbie.Newman@hereeast.com</a>	Here East Queen Elizabeth Olympic Park London E20 3BS
Lee Valley Hockey and	03000 030 614	<a href="mailto:jnorthrop@leevalleypark.org.uk">jnorthrop@leevalleypark.org.uk</a>	Eton Manor Leadmill Lane

Tennis Centre			Queen Elizabeth Olympic Park London E20 3AD
Lee Valley VeloPark	03000 030 613	<a href="mailto:jnorthrop@leevalleypark.org.uk">jnorthrop@leevalleypark.org.uk</a>	Abercrombie Road Queen Elizabeth Olympic Park London E20 3AB
London Aquatics Centre	020 8536 3150	<a href="mailto:legacy.venues@gll.org">legacy.venues@gll.org</a>	Queen Elizabeth Olympic Park London E20 2AQ
London Stadium	0208 522 6001	<a href="mailto:info@london-stadium.com">info@london-stadium.com</a>	Queen Elizabeth Olympic Park, London, UK E20 2ST
Podium (The Last Drop)	020 8221 9114	<a href="mailto:info@thelastdrop.london">info@thelastdrop.london</a>	Queen Elizabeth Olympic Park Thornton Street London E20 2AD
Timber Lodge	020 7241 9076	<a href="mailto:info@e20events.co.uk">info@e20events.co.uk</a>	1A Honour Lea Avenue, Queen Elizabeth Olympic Park, London E20 1DY

6.5 Where LLDC receives a complaint about a third party (for example a venue or construction site) LLDC will ask your consent to pass the complaint to the body responsible. In order for the complaint to be investigated by the third party, your name and the nature of your complaint may be shared with the organisation. It will be the responsibility of the third party to respond to your complaint.

6.6 If you do not feel that you have received a satisfactory response from the third party, you are able to complain to LLDC and the staged complaint process will be followed as set out in Section 7. If LLDC has no specific responsibility for the third party and is therefore unable to resolve your complaint you will be advised at Stage One.

## 7. The stages of the complaints procedure

### 7.1 Stage 1

7.1.1 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.

### 7.2 Stage 2

7.2.1 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.

### 7.3 Stage 3

- 7.3.1 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'.

## 8. Local Government Ombudsman

- 8.1 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.
- 8.2 Contact details for the Local Government Ombudsman are set out in the contact details section of this document.

## 9. Timescales for handling a complaint

- 9.1 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.
- 9.2 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.
- 9.3 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.

## 10. Remedies

- 10.1 When we get things wrong we will act to:
- 10.1.1 accept responsibility and apologise if appropriate,
  - 10.1.2 explain what went wrong and why, and
  - 10.1.3 put things right by making any changes required.
- 10.2 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.

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

## **11. Comments**

- 11.1 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.

- 11.2 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.

## **12. Unreasonable behaviour**

- 12.1 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.
- 12.2 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.
- 12.3 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.

## **13. Recording complaints**

- 13.1 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.
- 13.2 We will handle your information in line with data-protection legislation including General Data Protection Regulations (GDPR) which came into force on 25 May 2018.

- We will only use your personal data to deal with the complaint



- Your personal data will be held in a restricted and secure place and only people dealing with the complaint will have access
- You have the right to request what data the Legacy Corporation holds about you

#### 14. Reviewing and monitoring of the policy

14.1 A full review of this policy will be carried out on an annual basis. However, throughout the course of each year, amendments will be made if necessary to reflect changes in legislation, regulations and changing business requirements.

14.2 The complaints procedures will be tested on a regular basis to make sure that the policy is being followed.

#### 15. Contacting us

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

Customer Services  
Park Operations and Venues  
London Legacy Development Corporation  
Level 10, 1 Stratford Place  
Montfichet Road  
London  
E20 1EJ

Email: [customerservices@queenelizabetholympicpark.co.uk](mailto:customerservices@queenelizabetholympicpark.co.uk)

Telephone: 08000 722 110

This service is operated on behalf of LLDC by Orbis Protect. Emails are answered within two working hours, and the telephone helpline operates between 0800-2000 hours daily.

#### **Construction Work at the Park:**

If you have any questions or concerns regarding construction work on Queen Elizabeth Olympic Park you can contact the team by calling our Park Help Line on 0800 0722 110

#### **Planning Authority**

Complaints to the Planning Authority should be sent to [planningenquiries@londonlegacy.co.uk](mailto:planningenquiries@londonlegacy.co.uk) or

Planning Policy and Decisions Team  
London Legacy Development Corporation  
Level 9  
5 Endeavour Square  
London

E20 1JN

The Local Government Ombudsman can be contacted at:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Tel: 0300 061 0614 or 0845 602 1983

[www.lgo.org.uk](http://www.lgo.org.uk)