



Level 10
1 Stratford Place
Montfichet Road
London
E20 1EJ



31 August 2016

INFORMATION REQUEST REFERENCE 16094

Dear 

Thank you for your information request, received on 16 August 2016. You asked the London Legacy Development Corporation (Legacy Corporation) to provide the following information under the Freedom of Information Act 2000 (FOIA):

“Please provide details of the escalation route and mechanism for exceptional community complaints.”

The Legacy Corporation can confirm that they hold information in relation to your request. The Legacy Corporation escalation route for exceptional community complaints is as follows:

1. In the first instance representations can be made on planning applications. All representations on planning applications should be sent to the LLDC’s Planning Policy and Decisions Team (PPDT) at the address as stated in the consultation / notification letters, site notices and advertisements.

The usual contact details are as follows:

Planning Policy & Decisions Team,
London Legacy Development Corporation,
Level 10, 1 Stratford Place,
Montfichet Road,
London, E20 1EJ

Email: planningenquiries@londonlegacy.co.uk

The allocated planning officer will consider all representations made in respect of a planning application as part of their assessment and consideration of the application. The planning officer can be contacted if you have queries in respect of the particular application.

2. The London Legacy Development Corporation is committed to providing a high quality service to everyone we deal with, but if you are dissatisfied with the PPDT's service you can make a complaint via Complaints@londonlegacy.co.uk.

You can find more information on the Legacy Corporation's complaints policy, including how we handle each complaint at the following link:

<http://queenelizabetholympicpark.co.uk/get-in-touch/contact-us>

3. If you consider that your problem has not been put right you can complain to the Local Government Ombudsman (LGO). The LGO is a final stage for complaints about councils and some other organisations providing local public services. Details on how to complain to the LGO are here: <http://www.lgo.org.uk/make-a-complaint>.

If you are unhappy with our response to your request and wish to make a complaint or request a review of our decision, you should write to:

Executive Director of Finance and Corporate Services
London Legacy Development Corporation
Level 10
1 Stratford Place
Montfichet Road
London
E20 1EJ

Please note: complaints and requests for internal review received more than two months after the initial response will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.

Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone 08456 30 60 60 or 01625 54 57 45

Website www.ico.gov.uk

Yours sincerely

[REDACTED]

FOI / EIR Co-ordinator

London Legacy Development Corporation