

Complaints and Feedback Policy

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1. Complaints and Feedback Policy and Procedure - Introduction

- 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.
- 1.3 Please note that Complaints and Feedback is a service which is provided to the Legacy Corporation through a third party commercial company, Orbis. The company are fully compliant with Data Protection legislation and their staff are trained accordingly.

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 appeals or complaints involving Data Subject Access Requests (DSARs). These are dealt with through our data protection policies; please contact dataprotection@londonlegacy.co.uk
 - 2.3.4 matters that have already been fully investigated through this complaints procedure; or
 - 2.3.5 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. Data Protection

- 5.1 The Legacy Corporation works to be compliant with the Data Protection Act 2018 and UK General Data Protection Regulation. This means that:
- The Legacy Corporation will only process your personal data when it has a lawful basis to do so, for example, consent or legitimate interest
 - Personal data is only accessible to those who have a business reason to access it (for example, dealing with your complaint)
 - Personal data is managed in a secure manner
 - Your rights as a data subject are respected – for example, you can request a copy of personal data the LLDC holds about you
- 5.2 The Customer Helpline and Email facility is managed for LLDC by a third party (Orbis Protect) who will therefore be in receipt of your data during the feedback process.

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
 - 6.1.4 In person

Complaints requiring a response should not be made through social media channels. Please note, if you add your personal data to a complaint made through social media channels, the LLDC cannot be responsible for any data protection issues. For example, if you add your name and contact details to a social media post.

- 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 below.

VENUE	PHONE	EMAIL	ADDRESS
ABBA Arena	N/A	hello@ABBAvoyage.com	Pudding Mill Lane, Queen Elizabeth Olympic Park London E20
ArcelorMittal Orbit	N/A	N/A	3 Thornton Street Queen Elizabeth Olympic Park London E20 2AD
Copper Box Arena	020 8221 4900	copperboxarena@gll.org	Queen Elizabeth Olympic Park London E20 3HB
Hackney Bridge	N/A	info@hackneybridge.org	Copper Street London E20 3HB
Here East	020 3861 6840	PressCentre@hereeast.com	Here East Queen Elizabeth Olympic Park London E20 3BS
Lee Valley Hockey and Tennis Centre	03000 030 614	LVhockeyandtennis@gll.org	Eton Manor Leadmill Lane Queen Elizabeth Olympic Park London E20 3AD
Lee Valley VeloPark	03000 030 613	LVvelopark@gll.org	Abercrombie Road Queen Elizabeth Olympic Park London E20 3AB
London Aquatics Centre	020 8536 3150	██████████@everyoneactive.com	Queen Elizabeth Olympic Park London E20 2AQ
London Stadium	0208 522 6001	info@london-stadium.com	Queen Elizabeth Olympic Park London E20 2ST
Riverside East	N/A	██████████@peppermintevents.co.uk	Queen Elizabeth Olympic Park Thornton Street London E20 2AD
Timber Lodge	0207 241 9076	██████@fivestarcaterers.co.uk	1A Honour Lea Avenue Queen Elizabeth Olympic Park London E20 1DY

6.5 If you make a complaint, comment, or compliment to a specific venue they will process your personal data in accordance with their Privacy Notices.

The venues share a quarterly report with the Legacy Corporation on the complaints which have been dealt with. This quarterly report is anonymised and does not contain any personal data.

- 6.6 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.
- 6.7 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.
- 10.4 **Feedback:** 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.
- 10.5 You can make your comments by telephoning or writing to customerservices@queenelizabetholympicpark.co.uk We will use your comments to help improve our service and the way we do things.

11. Unreasonable behaviour

- 11.1 All complaints will be processed in accordance with this policy. However, during this process, staff may have contact with vexatious complainant behaviour and unreasonably persistent complainants.
- 11.2 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.
- 11.3 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.

12. Recording complaints

- 12.1 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. Reviewing and monitoring of the policy

- 13.1 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.
- 13.2 The complaints procedures will be tested on a regular basis to make sure that the policy is being followed.

14. Contacting us

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

Customer Services Manager
Park Operations and Venues
London Legacy Development Corporation
Level 9
5 Endeavour Square
Stratford
London
E20 1JN

Email: customerservices@queenelizabetholympicpark.co.uk

Telephone: 08000 722 110

This service is operated on behalf of LLDC by Orbis Protect, a company contracted by LLDC to provide the Park's information helpline and email facility. Emails are answered within two working hours, and the telephone helpline operates between 08:00-20:00 hours daily.

Whistleblowing Policy:

LLDC has a separate whistleblowing policy: [Transparency and Publication scheme | Queen Elizabeth Olympic Park](#). Which aims to ensure all employees and external parties are able to report any issues, concerns or wrongdoing related to LLDC and its associated entities which they believe need to be brought to the attention of management. It sets out the reporting routes for members of the public to use LLDC's complaints process to set out their concern or to ask for the Deputy Chief Executive's contact details to contact them directly. If a member of the public is not comfortable reporting concern to LLDC, it can be reported to the relevant external body, the details of which are in the whistleblowing policy.

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

Until December 2024 complaints relating to the Planning Authority should be sent to planningenquiries@londonlegacy.co.uk or in writing

Planning Policy and Decisions Team
London Legacy Development Corporation
Level 9
5 Endeavour Square
Stratford
London
E20 1JN

Data Protection

Subject Access Requests or questions or complaints in relation to Data Protection should be sent to:

dataprotection@londonlegacy.co.uk
London Legacy Development Corporation
Level 9
5 Endeavour Square
Stratford
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

Tel: 0300 061 0614 or 0845 602 1983
www.lgo.org.uk