



COMPLAINTS AND CONFIDENTIAL COMPLAINTS

Introduction

Whistleblowing is defined as the process whereby 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 **Complaint** is a dispute about the individual's own position and has no or very limited public interest.

The Greater Birmingham & Solihull Local Enterprise Partnership (GBSLEP) 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 LEP, please follow the **Whistleblowing procedure**.

For third parties and members of the public, please follow the **Complaints** and/or **Confidential Complaints procedures** outlined below.

However, if a member of the public or third party believes that their complaint fits the above definition of whistleblowing, they can elect to report their concerns through the **Whistleblowing procedure**.

Complaints

We aim to provide the best possible service to customers for the benefit of the entire Greater Birmingham and Solihull region. We are always looking to improve our service and welcome complaints as part of that process. Where we get things wrong, we want to know about it and will try to put things right as quickly as possible. We will also change our processes and systems, where that helps to prevent us getting things wrong in the future.

We aim to resolve complaints quickly and fairly, and we will try to resolve any mistake or misunderstanding straight away. Sometimes it may take longer, but we will tell you how long it will take.

Complaints in the first instance can be made to hello@gslep.co.uk – we will acknowledge your complaint in ten working days. We will investigate your complaint and we will respond within 20 working days. If we cannot do this, we will let you know when you can expect a reply.

If you are unhappy with the outcome of the complaint, you can escalate your concerns through GBSLEP's Accountable Body which is Birmingham City Council. Please address your complaint in writing to the Monitoring Officer, Birmingham City Council, PO Box 15992, Birmingham B2 2UQ or by email to monitoringofficer@birmingham.gov.uk. Please state clearly at the top of your letter that you are complaining about GBSLEP. If you are writing by email, please use the subject "Complaint about GBSLEP."

Finally, if you are either unable to raise the matter with the LEP or the Accountable Body, or you are dissatisfied with the action taken, you can report it direct to the Cities and Local Growth Unit in the Ministry of Housing, Communities and Local Government and the Department for Business, Energy and Industrial Strategy, at the following email address: LEPPolicy@communities.gsi.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".

GBSLEP recognises that the ordinary complaints procedure may not be suitable if someone wants the complaint to remain confidential. The **Confidential complaints** procedure is set out below.



Confidential complaints

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.

If you would like to make a confidential complaint please write or email to:

Katie Trout

GBSLEP Director
Ground Floor, Baskerville House
Centenary Square
Birmingham B1 2ND

Edward Scutt

Head of Governance
Ground Floor, Baskerville House
Centenary Square
Birmingham B1 2ND

Katie.Trout@gbslep.co.uk

Edward.Scutt@gbslep.co.uk

Please state clearly at the top of your letter that you want the complaint to remain confidential. If you are writing by email, please use the subject "Confidential Complaint."

The officers above 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 GBSLEP's Accountable Body which is Birmingham City Council. Please address your complaint in writing to the Monitoring Officer, Birmingham City Council, PO Box 15992, Birmingham B2 2UQ or by email to monitoringofficer@birmingham.gov.uk. Please state clearly at the top of your letter that you are complaining about GBSLEP, and that you want the complaint to remain confidential. If you are writing by email, please use the subject "Confidential Complaint about GBSLEP."

Finally, if you are either unable to raise the matter with the LEP or the Accountable Body, or you are dissatisfied with the action taken, you can report it direct to the Cities and Local Growth Unit in the Ministry of Housing, Communities and Local Government and the Department for Business, Energy and Industrial Strategy, at the following email address: LEPPolicy@communities.gsi.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”.

Anonymous complaints

The 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 taken into account would include:

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

The Ministry of Housing, Communities and Local Government 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 LEP will put in place appropriate data protection arrangements in line with the [Data Protection Act 1998](#).