

Complaints including Confidential Complaints Policy

1. The LLBSP and Business Board 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 LLBSP and Business Board work to come forward and voice those concerns without fear of reprisal. For those working closely with the LLBSP, please follow the whistleblowing policy on our website [Whistleblowing Policy](#) For third parties and members of the public, please follow the complaints procedure outlined below.
2. If, however, a member of the public or third party believes that their complaint fits the description below; they can elect to report their concerns through the whistleblowing policy procedure [Whistleblowing Policy](#)
3. *Whistleblowing* - where 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 grievance or private complaint is a dispute about the individual's own position and has no or very limited public interest.

Confidentiality

4. 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 LLBSP will consider all complaints or allegations.

Anonymous allegations

5. The LLBSP and Business Board 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 LLBSP. 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.
6. Where details are gathered, the LLBSP will put in place appropriate data protection arrangements in line with the [Data Protection Act 2018](#).

Contacts for Complaints

7. If you have a complaint, please submit your complaint in email or in writing to:

Postal Address: Leicester and Leicestershire Business and Skills Partnership
City Hall
115 Charles Street
Leicester
LE1 1FZ

Email: Businessboard@leicester.gov.uk

8. The LLBSP is aware that the organisation's ordinary complaints procedure may not be suitable if someone wants the complaint to remain confidential. If you would like to make a confidential complaint, please submit your complaint to the designated officers below:

Elizabeth Botmeh
Head of Delivery & Governance
0116 454 2925
Elizabeth.Botmeh@leicester.gov.uk

State that you want the complaint to remain confidential.

9. Complainants should provide any information or evidence that may be relevant to the complaint, including names, dates or documentation in this correspondence.

Action taken by the LLBSP

Stage one

10. The designated complaints officer 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.

Stage two

11. If you are unhappy with the outcome of the complaint or the complaint involves those responsible for the confidential complaints procedure you should escalate the complaint to Leicester City Council and follow their complaints procedure [Comments, compliments and complaints \(leicester.gov.uk\)](#). Leicester City Council has a duty to ensure that the LLBSP has followed its complaints procedure correctly. These organisations will have their own confidentiality procedures.

Stage three

12. If you are either unable to raise the matter with the LLBSP or you are dissatisfied with the action taken you can report it direct to the Leicester City Council. [Sign in · Customer Self-Service \(leicester.gov.uk\)](#)
13. If you would like help making a complaint, you can contact your local councillor. You can also get help from a specialist advice agency or organisation which represents people, such as a Citizens Advice Bureau (CAB).