

## LSE Research and Innovation: Complaints Procedure

We strive to provide an excellent service in terms of quality of work, timely delivery, professional behaviour and customer service. If you feel we are not meeting these high standards, we want to hear from you.

We encourage open feedback and dialogue on the quality of our services, where things have worked well and where things have not worked well. Many concerns can be dealt with informally, and we encourage you to raise issues directly with the individuals involved, and with their line manager and/or the Director of Research and Innovation where appropriate. Where it is appropriate to raise the concern formally, we request that you follow the steps in this procedure to allow us to investigate and provide a prompt response and resolution to your complaint. We will make every effort to resolve the issue within our stated target response times. In the rare event that these are not observed an explanation will be provided to the reason for the delay.

### **Stage 1**

Initially raise your complaint with the individual(s) directly involved in the matter. This gives them the opportunity to rectify the issue.

Contact details for all of our staff can be found here:

[LSE Research](#)

[LSE Consulting](#)

[LSE Generate](#)

[LSE Innovation](#) (commercialisation)

If you prefer not to, or have already contacted them and not received a satisfactory response, proceed directly to stage 2.

### **Stage 2**

Contact the relevant Head of Team to investigate and progress the complaint.

| Team                      | Head of Team                    |
|---------------------------|---------------------------------|
| Research Development Team | <a href="#">Grace McConnell</a> |

|                                      |                                  |
|--------------------------------------|----------------------------------|
| Research Awards Team                 | <a href="#">Kerry Hocken</a>     |
| Research Policy Team                 | <a href="#">Jo Hemmings</a>      |
| Business Systems and Operations Team | <a href="#">Amanda Burgess</a>   |
| LSE Consulting                       | <a href="#">Jeannine McMahon</a> |
| LSE Generate                         | <a href="#">LJ Silverman</a>     |
| LSE Innovation (commercialisation)   | <a href="#">David Coombe</a>     |

If you prefer not to, have already contacted them and not received a satisfactory response, or the Head of Team is the subject of your complaint, proceed directly to stage 3.

### **Stage 3**

Contact the [Director of Research and Innovation](#). In the rare event that a resolution is not provided, the Director of Research and Innovation will advise the customer on a contact for follow-up.

If you prefer not to, have already contacted them and not received a satisfactory response, or the Director of Research and Innovation is the subject of your complaint, contact the [Pro-Director for Research](#).

### **What steps we will take at each stage**

At each stage of the complaints procedure, we will:

- Gather information from the relevant parties including on whether similar and/or persistent complaints have been previously made
- Respond to the customer and advise them on any corrective action to be put in place
- Follow up on progress/resolution if necessary
- Provide any support and/or training for recipients of complaints as required
- Escalate the complaint if necessary
- Analyse the complaint and, where necessary and/or possible, adjust our working practices to enhance the service provided.

In the interests of ensuring proper oversight of our services, it is our practice to inform the line manager next up the chain of all formal complaints, and where appropriate informal complaints and messages of praise. If you do not want us to do this in your case, please make this clear.

## **Response times**

We will strive to:

- Acknowledge the complaint within 1 working day
- Send an initial response to the customer within 3 working days (or sooner in the event of an emergency). We will provide:
  - The results of any initial investigation (where appropriate)
  - Guidance on the proposed resolution
  - An estimated time of completion (where possible).
  - A contact name for follow-up.
- Follow-up with the customer to resolve the complaint.

## **Related LSE guidance**

[Anti-bullying and anti-harassment policy](#)

[Report it Stop it](#)

[Safe contacts](#)

[Whistleblowing policy](#)