

LSE Research and Innovation: Escalation 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 or Deputy 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. 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 delay.

Stage 1

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

Contact details for all our staff can be found here: [Team \(lse.ac.uk\)](https://lse.ac.uk/team)

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

Stages 2, 3 and 4

At each of stages 2, 3 and 4, escalate your concern to the stage contact listed for each of our teams, as shown in the table below.

Team	Stage 2 contact ➡	Stage 3 contact ➡	Stage 4 contact
Contracts Team	Head of Team	Deputy Director of Research and Innovation	Director of Research and Innovation
Evidence and Analysis Team	Head of Team	Deputy Director of Research and Innovation	Director of Research and Innovation

Research Awards Team	Head of Team	Deputy Director of Research and Innovation	Director of Research and Innovation
Research Development Team	Head of Team	Deputy Director of Research and Innovation	Director of Research and Innovation
Research Governance and Culture Team	Head of Team	Deputy Director of Research and Innovation	Director of Research and Innovation
Systems and Operations Team	Head of Team	Deputy Director of Research and Innovation	Director of Research and Innovation
LSE Consulting	Head of Team	Director of Research and Innovation	Vice President and Pro-Vice Chancellor (Research)
LSE Generate	Head of Team	Director of Research and Innovation	Vice President and Pro-Vice Chancellor (Research)
LSE Innovation	Head of Team	Director of Research and Innovation	Vice President and Pro-Vice Chancellor (Research)

If you prefer not to reach out to the listed stage contact, have already contacted them and not received a satisfactory response, or they are the subject of your concern, proceed directly to the next stage contact. In the rare event that a resolution is not provided, you will be advised on a contact for follow-up.

What steps we will take at each stage

At each stage of the escalation procedure, we will:

- Gather information from the relevant parties including on whether similar and/or persistent concerns have been previously raised
- 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 to relevant parties as required
- Escalate the issue further if necessary
- Analyse the concern 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/issues 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 concern 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 issue.

Related LSE guidance

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

[Report it Stop it](#)

[Safe contacts](#)

[Whistleblowing policy](#)