

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 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 the 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 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 resolution of the issue.

Team	Head of Team
Research Development Team	Grace McConnell

Research Awards Team	Kerry Hocken
Research Policy Team	Jo Hemmings
LSE Consulting	Jeannine McMahon
LSE Generate	LJ Silverman
LSE Innovation (commercialisation)	David Coombe
Systems and Operations Team	Amanda Burgess

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 concern, 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 concern, contact the [Pro-Director for Research](#).

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](#)