



London Sustainability Exchange Complaints Procedure

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MAYOR OF LONDON



LSx is committed to providing a high quality service to everyone we deal with. In order to succeed in this we need you to pass on your comments on our service, and to tell us when we get things wrong. We listen to your comments and complaints, treat them seriously, and learn from them.

Our standards for handling complaints:

- We treat all complaints seriously, whether they are made by telephone, by letter, by fax, or by e-mail.
- You will be treated with courtesy and fairness at all times.
- We will treat your complaint in confidence within the organisation.
- We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within 2 working days and we will send you a full reply within 15 working days. If we cannot send a full reply within 15 days we will tell you the reason why and let you know when we will be able to reply in full.
- You will not be discriminated against because of your:
 - sex or marital status: this includes family status, responsibility for dependants, sexual orientation and gender;
 - colour or race: this includes ethnic or national origin or nationality;
 - disability;
 - age
 - religious or political beliefs, or trade union affiliation;
 - other unjustifiable factors, for example language difficulties.

How to complain

LSx has a 3-stage complaints procedure. At each stage it would be helpful if you make it clear that you are making a complaint in line with our procedure. Please let us have any documentation, by post or email, as soon as possible. We would hope, too, that you will be courteous and fair in your dealings with our staff at all times.

Stage 1

In the first instance, you should try to resolve your complaint with the LSx team that provided the service. Many issues can be resolved on the spot with an explanation, action or apology. You can contact the team by telephone or in writing. If you do not know whom to contact, please get in touch with team coordinator at the address below and you will be given details of the most appropriate person to contact. However if the complaint cannot be

resolved at this stage, or if you feel that more important issues are involved, it will progress to the second stage.

Stage 2

If you are not happy with the outcome of Stage 1, you can raise your complaint with the manager of the team. You can do this either by telephone or in writing and the manager will arrange a review of your complaint. We aim to acknowledge formal **stage two** complaints in writing within three working days and investigate and respond in writing within 15 working days. Should you remain dissatisfied after this investigation, your complaint will progress to the third stage.

Stage 3

If you are still unhappy with the situation, you can ask for your complaint to be referred to the Chief Executive of LSx. You can do this by writing to the Chief Executive at our address below. The Chief Executive will acknowledge receipt of your written complaint within 2 working days and will send you a full reply within 15 working days. If we cannot send a full reply within 15 days we will tell you the reason why and let you know when we will be able to reply in full.

If you are not satisfied

If you have followed the 3 stages of our Complaints Procedure but still remain dissatisfied, or if your complaint relates to the Chief Executive, you can ask to have your complaint reviewed by the Chair of Trustees, who will follow the same procedure as outlined in Stage 3.

Comments

As well as learning from your complaints we are also interested in other ideas you may have on how we might do things better. We would also like you to tell us when we do things well.

You can make your comments by telephoning or writing to any members of our staff, or you can e-mail us. We will use your comments to help improve our service and the way we do things.