

Document Ref	QP007	Document Title	Complaints Procedure			
Owning Department	Business Excellence	Effective Date	09-Jun-21	Review Date	09-Jun-23	

## 1. Purpose

This procedure documents the process to follow when London & Partners receives a complaint to ensure that it is handled efficiently and in a way that does not damage the reputation of London & Partners.

## 2. Scope

This procedure covers all complaints we receive via any method including email, telephone or post.

## 3. Responsibilities

London & Partners treats complaints as opportunities for us to improve.

The staff member who receives the complaint is responsible for sending all details to the Business Excellence and Reporting Manager via the Complaints mailbox - ([L&PComplaints@londonandpartners.com](mailto:L&PComplaints@londonandpartners.com)).

This mailbox address must **not** be shared externally.

The Business Excellence and Reporting Manager is responsible for ensuring that the complaint is investigated appropriately and that any corrective and / or preventative measures identified are evaluated and implemented.

## 4. Process

- All complaints (except those regarding a member of staff) must be sent to the Complaints mailbox.
- The Business Excellence and Reporting Manager will log details of the complaint on to a [Complaints Tracker](#).
- The recipient of the complaint must send an acknowledgement to the complainant within 2 working days of the complaint being received.
- A root cause analysis must be completed on all complaints where deemed appropriate. The Business Excellence and Reporting Manager will provide support where needed.
- The recipient of the complaint must send a formal response to the complainant within 10 working days of the complaint being received.

Refer to the table below for specific guidelines for different types of complaint.

Refer to Appendix 1 for the flow chart

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<p><b>Complaints about London &amp; Partners</b></p>	<p>Minor complaints must be logged on the Complaints Tracker and the will be assigned to the relevant team leads to investigate.</p> <p>More serious complaints relating to our service or conduct should be allocated by the Business Excellence and Reporting Manager to the External Relations Manager.</p>
<p><b>Complaints about non-partner businesses and services offered in London</b></p>	<p>The complainant must be advised to contact the business concerned in writing. We are unable to intervene.</p>
<p><b>Complaints about our Partners</b></p>	<p>Partner complaints must be logged on the Complaints Tracker and the Head of Partnerships will be assigned to investigate.</p>
<p><b>Complaints about staff members</b></p>	<p>Any complaint about a member of staff must be referred directly to the Head of HR who will then contact the relevant line manager.</p>
<p><b>Complaints on social media</b></p>	<p>Staff must not get involved with arguments on social media. If necessary, ask the complainant to get in touch formally via <a href="mailto:info@londonandpartners.com">info@londonandpartners.com</a>. This must then be logged on to the Complaints Tracker and investigated appropriately.</p>
<p><b>Complaints about incorrect information on the website</b></p>	<p>Complaints must be logged on the Complaints Tracker and then forwarded to <a href="mailto:editorial@londonandpartners.com">editorial@londonandpartners.com</a> for the team will investigate.</p>
<p><b>Complaints on Glassdoor or similar</b></p>	<p>Complaints must be logged on the Complaints Tracker. Any complaint or negative comments regarding London &amp; Partners on Glassdoor or a similar website must be reported to HR <a href="mailto:hr@londonandpartners.com">hr@londonandpartners.com</a>. HR will then consider whether an official response from the CEO is required to be published on the website or whether there should be a direct response to the complainant.</p>
<p><b>Complaints about London Policy</b></p>	<p>e.g. homeless people, station toilet charges. These complaints must be logged on the Complaints Tracker and the Business Excellence and Reporting Manager will allocate the ticket to the External Relations Manager to respond.</p>
<p><b>Major Complaints</b></p>	<p>If the complaint is about something newsworthy or from journalists, it must be logged on the Complaints Tracker. The Business Excellence and Reporting Manager will allocate the ticket to the Head of PR, Media and Communication who will decide how the complaint should be handled.</p>
<p><b>Whistleblowing</b></p>	<p>London &amp; Partners is committed to maintaining an open culture with the highest standards of honesty and accountability, where employees can report any legitimate concerns in confidence. All malpractice is taken very seriously, and the <a href="#">Whistleblowing Policy</a> sets out the process by which employees can report any concerns.</p> <p>Whistle blowing is where an employee raises concerns about underhand or illegal practices within his or her organisation or associated organisation.</p> <p>These complaints will not be logged on the Complaints Tracker.</p>

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<b>Further information</b>	<a href="http://www.visitlondon.com/contact-us/">http://www.visitlondon.com/contact-us/</a> Leisure visitors wanting to discuss their holiday plans in London must be directed to visitlondon.com and the visitlondon.com social media channels. If someone is complaining about a service that they purchased through Visit London refer them to the Growth Team
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### 5. Change History

Updated to reflect change in job title

### 6. Appendices

Appendix 1 - Flow chart

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## Appendix 1 – Process Flow

