



OxLEP Complaints Procedure

It is important to all of us at OxLEP to deliver a high quality service to our stakeholders. Despite our best efforts we understand that there are always things we could do better, and your feedback is important in helping us identify those areas and address them. If we have got something wrong then please be assured we will listen to your feedback and treat your comments seriously.

If you are not happy with your interaction with OxLEP then please provide us with as much detail as possible, including:

- What the issue is;
- Any communications you have already had with OxLEP on the subject;
- The name of the person, if appropriate, who you feel is responsible for the issue.

You can contact us in writing, by email or by phone on the details below, and please feel free to indicate how you would like us to get in touch with you.

In writing:

Chief Executive
Oxfordshire Local Enterprise Partnership
Business Centre, Jericho Building
City of Oxford College Campus
Oxpens Road
Oxford
OX1 1SA

By email, with the subject line "Complaint" to info@oxfordshirelep.com

By phone on 0345 241 1196

Once we have received your complaint we will acknowledge it within 5 working days. We will always try to respond within 15 days, but if we do not think we can provide a complete response within that timeframe we will contact you with an update.

Where we feel we could have done better we will let you know what steps we are taking to address the matter going forwards. Similarly, if we feel we have acted in an appropriate manner and do not feel there are grounds for a complaint then we will let you know that also. Our response will always include details of who you should contact if you are not satisfied with our response to your complaint.

OxLEP also has a whistleblowing procedure if you feel that is a more appropriate way to raise your concern. Details on confidential reporting can be found within the '**key policies and procedures**' section of our website.