

Complaints & Escalation Policy



Live & Local will take official complaints seriously. Complainants are treated with respect. We expect our staff who handle complaints to be treated with equal respect. Live & Local aims to resolve every complaint to the satisfaction of all concerned and to improve our services.

Identifying Official Complaints

We will be clear and specific about thresholds and expectations. A concern or issue raised by a stakeholder becomes an official complaint when:

- The individual explicitly requests a formal response or resolution.
- The issue cannot be resolved immediately or informally at the point of contact.
- The concern involves allegations of misconduct, service failure, or breach of policy.
- The matter is escalated beyond the initial point of contact, either verbally or in writing.
- The complainant expresses dissatisfaction with a previous response and seeks further action.

Staff should use their judgment to identify when a concern should be logged as a formal complaint, even if the complainant does not use the word "complaint." In such cases, staff should confirm with the individual whether they wish the matter to be treated formally.

Record Information

- Official complaints will be recorded in the complaint handling system and processed in accordance with the escalation procedure.
- Our Company Manager oversees the process but may delegate investigation to relevant staff.
- We will record details in a manner that can be used for analysis and corrective actions.

Investigate, Record and Close

- Gather additional information.
- Record all action steps.

Communicate Effectively

- Acknowledge appreciation for ALL feedback, positive and negative.
- Identify named staff member to deal with a complaint.
- Communicate timescales.
- Communicate resolutions and when relevant, inform the complainant of the actions that are being taken to address the root cause.

Provide a Transparent, Clear, Confidential and Courteous Process

- We want our responses to be quick, fair, courteous, and helpful. If the complainant wants a response, we will follow the formal four stage escalation process.
- Complaints and personal data will be handled confidentially and in line with data protection laws.

Escalation Process

- Initial Response: We will advise you of the process within 3 working days.
- Investigation: A comprehensive response will be provided within 10 working days.
- Review: If unresolved, a further review will be completed within 10 working days.
- Appeal: If still unresolved, an appeal will be considered within 20 working days.

If the complaint remains unresolved after all stages, it will be referred to our Board and, if necessary, to the relevant funding body.

Analyse and Improve

- We will analyse complaints for trends every year as part of our company health check.
- Request feedback from complainants on the process.
- Develop corrective and preventive action plans.