



LB Integrity Complaints Policy

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LB Integrity is committed to providing a quality service and working in an open and accountable way that builds trust and respect. This policy is intended to ensure that any issues or complaints are handled in a timely, unbiased, confidential and consistent manner. we aim to ensure that:

- making a complaint is as easy as possible.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially.
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review our complaints policy and procedures at least annually.

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters as low-key as possible
- enable mediation between the complainant and the individual to whom the complaint has been referred, if appropriate.

Complaints

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via

email or any other method. They may include (but not limited to) any of the following reasons:

- Inappropriate behaviour: This may include behaving in an unacceptable manner during LB Integrity activities
- Failure to embody LB Integrity values: failing to approach activities in a collaborative, supportive fashion
- Poor performance: Failure to carry out activities to a sufficient standard (additional training and support will be offered first)

Responsibilities

Our responsibility is to:

- acknowledge any formal complaint in writing;
- respond within an agreed period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

Your responsibility is to:

- raise concerns promptly and directly either in person, by telephone or in writing with either the person involved, the Managing Director, Adam Lowing or the Director, Sue Byron as appropriate. If your concern is around an individual member of staff or associate, it may be best to discuss the issue with him or her directly unless you feel this is inappropriate.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and LB Integrity maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

Procedure

In many cases a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Managing Director, Adam Lowing, within five working days.

If the complaint cannot be resolved informally, through early discussion, a formal complaint should be made in writing to Adam Lowing, Managing Director (alowing@lbintegrity.co.uk).

Should your complaint be about the Managing Director please contact the Director, Sue Byron sbyron@lbintegrity.co.uk.

This will be acknowledged in writing within 5 working days.

The Managing Director/Director will discuss the matter with the complainant, undertake an investigation and make a decision about next steps within an agreed timeframe.

The complainant will receive a response based on the investigation and any action taken, or that which is proposed, within the timeframe agreed. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

The final decision will be provided in writing and will detail the reasons for the decision. A record will be kept, normally for no longer than 12 months, of the nature of the grievance, our response and any action taken.