



## Cambridgeshire and Peterborough Combined Authority and the Local Enterprise Partnership Business Board

### Confidential reporting of complaints

The Combined Authority and Business Board's confidential reporting of complaints policy on and how to raise concerns.

<b>Policy Number</b>	Insert policy number	Version Number	1
<b>Date of Issue</b>			
<b>Reviewed by</b>	Audit and Governance Committee	26 March 2018	
<b>Approved by</b>	Cambridgeshire and Peterborough Combined Authority		
<b>Approved by</b>	Business Board		

#### 1. Introduction

The Cambridgeshire and Peterborough Combined Authority and the Local Enterprise Partnership Business Board is committed to creating a work environment with the highest possible standards of openness, probity and accountability. In view of this commitment we encourage employees and others with serious concerns about any aspect of the Cambridgeshire and Peterborough Combined Authority or the Local Enterprise Partnership Business Board's work to come forward and voice those concerns without fear of reprisal. For employees and those working closely with the Combined Authority or Business Board, please follow the whistleblowing policy on our website. [Insert hyperlink to whistleblowing procedure](#)

For third parties and members of the public, please follow the confidential complaints procedure outlined below.

**Whistleblowing** - where an individual who has concerns about a danger, risk, contravention of rules or illegality provides useful information to address this. In doing so they are acting in the wider public interest, usually because it threatens

others or impacts on public funds. By contrast, a grievance or private complaint is a dispute about the individual's own position and has no or very limited public interest.

### ***Confidentiality***

If a member of the public or a third party wants to make a confidential complaint or raise a concern, it will be treated in confidence and every effort will be made to protect the person's identity if they wish to remain anonymous. The Cambridgeshire and Peterborough Combined Authority or the Local Enterprise Partnership Business Board will investigate all complaints or allegations.

### ***Anonymous allegations***

The Cambridgeshire and Peterborough Combined Authority and the Local Enterprise Partnership Business Board take all complaints and concerns raised by members of the public and third parties seriously. We will investigate anonymous allegations but remind complainants that when people put their names to an allegation the ability to investigate and therefore reach firm conclusions is strengthened. Concerns expressed anonymously will be considered at the discretion of the Cambridgeshire and Peterborough Combined Authority or the Local Enterprise Partnership Business Board. When exercising this discretion the factors to be taken into account would include:

- the seriousness of the issue raised;
- the credibility of the concern; and
- the likelihood of confirming the allegation from attributable sources.

The Ministry of Housing, Communities & Local Government may request information arising from this process if they have concerns regarding a combined authority or local authority, or have been approached with similar complaints. The expectation is that this information will be provided on an anonymous basis, but it may be necessary to provide personal details to progress a complaint.

Where details are gathered, the Cambridgeshire and Peterborough Combined Authority and the Local Enterprise Partnership Business Board will put in place appropriate data protection arrangements in line with the Data Protection Act 1998.

## ***2. Confidential Complaints Procedure***

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The Cambridgeshire and Peterborough Combined Authority or the Local Enterprise Partnership Business Board is aware that the organisation's ordinary complaints procedure may not be suitable if someone wants the complaint to remain confidential. If you would like to make a confidential complaint please write to:

Martin Whiteley,  
Chief Executive of Cambridgeshire and Peterborough Combined Authority and the  
Local Enterprise Partnership  
Business Board, Unit 3,  
The Incubator,  
Alconbury Weald Enterprise Campus,  
Alconbury Weald,

Huntingdon, PE28 4WX. Or  
email [Martin.Whiteley@cambridgeshirepeterborough-ca.gov.uk](mailto:Martin.Whiteley@cambridgeshirepeterborough-ca.gov.uk)

State that you want the complaint to remain confidential.

### ***3. Action taken by Cambridgeshire and Peterborough Combined Authority or the Local Enterprise Partnership Business Board***

The designated complaints officer will raise your concern and investigate the complaint. You can expect the officer to

- Contact you within 10 working days to acknowledge the complaint and discuss the appropriate course of action.
- Write to you within 28 working days with findings of the investigation. If the investigation has not concluded within 28 working days, the officer will write to you to give reasons for the delay in resolving the complaint.
- Take the necessary steps to rectify the issue.

**If you are unhappy with the outcome of the complaint or the complaint involves those responsible for the confidential complaints procedure:**

#### ***Local Government Ombudsman***

You can contact the Local Government Ombudsman about your complaint at any time. However, the Ombudsman usually gives the Combined Authority the opportunity to investigate first.

You can contact the Local Government Ombudsman at:

Local Government & Social Care Ombudsman  
PO Box 4771  
Coventry CV4 0EH

Phone: 0300 061 0614  
Text: 'call back' to 0762 480 3014  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

You can get leaflets about how to complain to the Local Government Ombudsman from any of Council's offices or any library.

#### ***For local Enterprise Partnership Business Board Matters Only***

You can escalate your concerns through the Local Enterprise Partnership Business Board's accountable Finance Officer for the Business Board. Their contact details are

Rachel Musson  
Finance Director  
Cambridgeshire and Peterborough Combined Authority and the Local Enterprise Partnership Business Board

The Incubator,  
Alconbury Weald Enterprise Campus,  
Alconbury Airfield,  
Huntingdon,  
Cambridgeshire,  
PE28 4WX.

[Rachel Musson@cambridgeshirepeterborough-ca.gov.uk](mailto:Rachel.Musson@cambridgeshirepeterborough-ca.gov.uk)

If you are either unable to raise the matter with the Cambridgeshire and Peterborough Combined Authority or the Local Enterprise Partnership Business Board or you are dissatisfied with the action taken you can report it direct to the Cities and Local Growth Unit in the Department of Communities and Local Government and the Department of Business, Energy and Industrial Strategy, at the following email address:

[LEPPolicy@communities.gsi.gov.uk](mailto:LEPPolicy@communities.gsi.gov.uk) or by writing to LEP Policy Deputy Director, Cities and Local Growth Unit, Fry Block, 2 Marsham Street, London, SW1P 4DF. You should clearly mark your email or letter as "Official - complaints".

For employees and those working closely with the LEP, please follow the staff [whistleblowing policy on our website](#).