



Complaints

How do I make a complaint?

You can complete our online [Contact us](#) form or call us on 0116 454 2917. You can also write to Leicester and Leicestershire Enterprise Partnership, City Hall, 115 Charles Street, Leicester LE1 1FZ.

How does our complaints procedure work?

Once a complaint has been made, we'll send an acknowledgement within 24 hours, with the name and number of the person to be contacted with any further questions.

If we can, we will sort out your complaint straight away, but sometimes we may need longer to investigate and reply. We will send you a reply in writing within ten working days, or let you know when you can expect to hear from us.

If you're not happy with the way we handle your complaint, you can ask for it to be reviewed by a senior manager from a different section to the one you're complaining about. You should expect a response within 20 working days.

Further options

We hope this procedure will quickly resolve any problems you may have. But if this is not the case, you can refer your complaint to the Local Government Ombudsman.

The ombudsman is a free, independent and impartial body which looks at complaints about councils and some other authorities.

Information on how to make a complaint is available on the [ombudsman's website](#), or on a leaflet which is available from any council office.