

Complaints Policy and Procedure

Document Version: 1.0

Effective Date: 26.06.2026

Review Date: 26.06.2027 (Annually)

1. Purpose

At LP Leadership Retreats, Training & Consultancy, we are committed to delivering high-quality leadership development, consultancy, executive coaching, organisational development, training programmes and leadership retreats.

We value feedback from our clients, delegates, retreat participants, partner organisations and stakeholders. While we strive to provide an exceptional experience, we recognise that concerns or complaints may occasionally arise.

This Complaints Policy explains how concerns will be managed fairly, professionally and confidentially.

Our aim is always to resolve concerns quickly, learn from feedback and continually improve our services.

2. Our Commitment

We will:

- Treat every complaint seriously and respectfully.
- Listen carefully to your concerns.
- Handle complaints fairly and without bias.
- Keep information confidential wherever possible.
- Investigate complaints promptly.
- Keep you informed throughout the process.
- Learn from complaints to improve our services.
- Ensure no individual is disadvantaged for raising a genuine concern.

3. What Can Be Complained About?

Complaints may relate to, but are not limited to:

- Leadership retreats
- Consultancy services
- Executive coaching
- Training courses
- Workshops
- Facilitators or consultants
- Customer service
- Communication
- Booking or administration
- Venue arrangements
- Accessibility
- Participant wellbeing
- Professional conduct
- Equality, diversity and inclusion
- Any aspect of the services provided by LP Leadership Retreats, Training & Consultancy.

4. Raising a Concern

Where possible, we encourage concerns to be raised informally at the earliest opportunity.

Many issues can be resolved quickly through discussion with the facilitator, consultant or project lead.

If the matter cannot be resolved informally, a formal complaint may be submitted.

5. How to Make a Formal Complaint

Complaints should be submitted in writing by email or post.

Please include:

- Your full name
- Organisation (if applicable)
- Contact details
- Date(s) of the incident
- Details of your complaint
- Any supporting evidence
- The outcome you are seeking

Complaints should be sent to:

Email: enquiries@lpleadership.co.uk

Postal Address:

LP Leadership Retreats, Training & Consultancy
64 Grange Road
Hove
East Sussex
BN3 5HW

Telephone enquiries may also be made. However, where appropriate, we may ask you to confirm the complaint in writing to ensure an accurate record.

6. Complaint Handling Procedure

Stage One – Initial Investigation

Upon receiving a complaint, we will:

- acknowledge receipt within **five (5) working days**
- appoint an appropriate manager or senior consultant to investigate
- review all relevant information
- speak with those involved where appropriate
- maintain confidentiality throughout the investigation

We aim to provide a written outcome within **twenty (20) working days**.

Where additional time is required, we will explain the reasons and provide an updated timescale.

Stage Two – Internal Review

If you remain dissatisfied with the outcome, you may request a review within **20 working days** of receiving our decision.

A Director or senior representative who has had no previous involvement in the complaint will conduct an independent review.

A final written response will normally be issued within **15 working days**.

7. Alternative Dispute Resolution

If the complaint cannot be resolved through our internal process, both parties may agree to seek resolution through an independent Alternative Dispute Resolution (ADR) provider or mediation service before commencing legal proceedings.

Participation in ADR is voluntary unless otherwise agreed within a contract.

8. Confidentiality

All complaints will be handled confidentially.

Information will only be shared with individuals directly involved in investigating or resolving the complaint or where disclosure is required by law.

Records will be retained in accordance with our Data Protection and Privacy Policies.

9. Complaints Time Limits

Complaints should normally be submitted within **12 months** of the event giving rise to the complaint.

Complaints received after this period may still be considered where there are reasonable circumstances explaining the delay and where a fair investigation remains possible.

10. Anonymous Complaints

Anonymous complaints will be considered where sufficient information is provided to enable an investigation.

However, anonymity may limit our ability to investigate fully or provide feedback.

11. Malicious or Vexatious Complaints

LP Leadership Retreats, Training & Consultancy is committed to treating all complaints seriously.

However, complaints found to be deliberately false, malicious, abusive or intended solely to cause disruption may not be investigated further.

12. Equality and Accessibility

We are committed to ensuring our complaints process is accessible.

Reasonable adjustments will be made where required to support individuals with disabilities, language needs or other accessibility requirements.

13. Learning and Continuous Improvement

Every complaint provides an opportunity to improve.

Following each investigation we will consider:

- improvements to policies
- staff development
- facilitator training
- communication processes
- participant experience
- organisational learning

Where appropriate, improvements will be implemented across our services.

14. Data Protection

Personal information provided during a complaint investigation will be processed in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- LP Leadership Retreats, Training & Consultancy Privacy Policy

Information will only be retained for as long as necessary to investigate the complaint and meet legal obligations.

15. Contact Details

LP Leadership Retreats, Training & Consultancy
64 Grange Road
Hove
East Sussex
BN3 5HW
Email: enquiries@lpleadership.co.uk
Telephone: +44 (0) 7943 420 909

Document Control

Document Owner: LP Leadership Retreats, Training & Consultancy

Version: 1.0

Approved By: Founder / Director

Review Frequency: Annual

Next Review Date: 29.06.2027

© LP Leadership Retreats, Training & Consultancy. All rights reserved.