

Subject

- Centre Buildings Redevelopment Queries & Complaints Procedure

Applies to

- All service users

Ref:

- May 2015

### Centre Buildings Redevelopment

Building works are, by their very nature, disruptive and there are going to be occasions when there are queries and complaints arising from the Centre Buildings Redevelopment (CBR), the School's largest project in its 120 year history. The Estates Division is striving to ensure that the impact of CBR on the ongoing life of the School is limited as far as is practicable. This note sets out the procedure put in place by the Estates Division for recording, managing and monitoring CBR related queries and complaints.

Our contractors are required under the terms of the project's planning consent to work within set tolerances relating to noise, dust and vibration and hours of work prescribed by the local authority, Westminster City Council, and these are carefully monitored. We have added into the terms of their contracts other restrictions relating to specific times when the School requires sensitive working, such as exams and graduation.

Sometimes you may consider that we have not adequately addressed your complaint e.g. by stopping work but, within set limits, our contractors are entitled to work and any delays will cause cost and programming issues for the School.

The Estates Division has also put in place appropriate mitigation measures to reduce the effect of the works on occupants in the surrounding buildings. We will continue to review and if necessary amend these measures to ensure they are effective.

Our contractors will have their own complaints procedures which they will use to record and deal with any issues raised. Please note that your queries and complaints cannot be reported directly to any of our contractors as instructions can only be given to them by the appropriate person(s) in the Estates Division. You must use the procedure set out below.

More information about CBR including FAQs can be found on the web page [www.lse.ac.uk/centrebldings](http://www.lse.ac.uk/centrebldings)

### Definitions

The **severity rating** will be determined by the Estates Division. The general **definitions** of these and the **timescales** for response are in the following table.

Severity Rating	Severity Description	Deadline for response	Definition
1	Minor	Within 7 working days	All queries relating to CBR works e.g. timescales, design, potential impact of future operations
2	Moderate	Within 4 working days	All complaints and queries arising from the works e.g. general disturbance, impact on cleaning, access issues,
3	Major	Within 12 hours if logged before noon, within 24 hours if logged after noon	All noise, dust and vibration complaints causing severe nuisance or disturbance, any health and safety related issues, any issues concerning staff or contractor behavior

**Please note that if you report an emergency we will attend to it immediately; the timescales set out above are for our formal responses.**

All queries will be usually rated as Minor, most complaints will be rated as Moderate unless they fall within the Major definition set out above. Our target response times are stated for each category of query. If / where delays in the response are observed an explanation will be provided to the reason for the delay. All queries, follow-up enquiries and complaints are treated with due concern and their resolution is prioritised on the basis of their urgency and merit and in line with current workload, emergencies and staff availability.

### The process

To ensure that enquiries and complaints are dealt with in the most efficient and effective manner customers are requested to follow the steps in this procedure. This will enable the Estates Division to investigate and address the queries and complaints as well as to allow the customer to receive prompt response and resolution. We cannot guarantee that our target response time will be met if the enquiries are not logged through the correct channels. Where possible, contact the service provider directly as specified in the table below. Alternatively please contact Help Desk.

Contact Name & Position	<b>Jas Sidhu, Customer Services Manager</b>
'Phone	<b>DD 020 7955 7778</b> <b>Internal Ex. 7778</b>
Email	<a href="mailto:J.Sidhu@lse.ac.uk">J.Sidhu@lse.ac.uk</a>

### The procedure

- The Customer Services Manager will log the complaint or query in the Complaints & Queries Log
- The Customer Services Manager will allocate it a **reference number** and a **severity rating**: 1/Minor,2/Moderate, 3/Major
- The Customer Services Manager will acknowledge receipt of the enquiry (including a link to this procedure)
- The Customer Services Manager will pass the complaint/query to Phoebe Dunster, Capital Development Team Secretary [P.J.Dunster@lse.ac.uk](mailto:P.J.Dunster@lse.ac.uk)
- The Capital Development Team Secretary will forward details to the relevant person(s) within Capital Development for action **or** will respond advising it is not a Capital Development query whereupon it will be reallocated by the Customer Services Manager to the relevant section of Estates.
- The relevant person will seek to respond direct to the customer within the **allocated response times**  
If the relevant response times cannot be met then a holding reply will be sent.
- The Customer Services Manager will be copied in to the response so the log can be updated. The Capital Development Team Secretary will also be copied in.
- The Capital Development Team Secretary will monitor responses and will expedite those which are not dealt with within the allocated response time.
- A weekly exception report will be produced by the Capital Development Team Secretary for the Director of Capital Development