



Our service

We strive to provide an excellent service in terms of quality of work, timely delivery, professional behaviour, customer service and value for money. As a result we hope that there will be no need for complaints. However, we recognise that where there is a human element and technology involved there is scope for error. We have therefore, set up a formal procedure to be followed in the event of a service not being delivered in line with our high standards and the customer's aspirations.

Definition of a complaint

For clarity, a distinction will be made between service requests, service queries, follow-up enquiries on jobs and service complaints.

For the purposes of this complaints procedure a complaint is defined as any serious and formal expression of dissatisfaction that requires action or redress and is referring to the service the Estates Division provides, e.g. repetitive failure to resolve or address a reported issue; serious failure of agreed service arrangement; serious breach of service agreement; serious inconvenience caused as a result of Estates action, inappropriate behaviour by a member of Estates staff. All complaints that fall into these categories will be formally logged into a Complaints Log and their progress will be reviewed by the Senior Management until satisfactory close-out.

The process

To ensure that customer 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.

Our target response times are stated at each stage. In the rare event 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.

*Where complaints have been sent to a named member of staff who is not available to deal with your enquiry, e.g. staff on holiday etc, an out-of-office response will be posted to direct who should be contacted in their absence. Alternatively, please contact Help Desk for direction.

Stage 1: If you have a query / follow-up enquiry about our service.

Where possible, contact the service provider directly as specified in the table below.
Alternatively please contact Help Desk.

The service contact is in the best position to advise on the issue and how to put it right or to offer a progress update. They will also know the history, the current status and future plans for dealing with it. The service providers owe their clients a responsibility for providing a resolution.

Alternatively, please contact Help Desk. This will ensure that the enquiry is received, logged, processed and assigned to the correct colleague for action who will have the responsibility to address the issue as soon as possible.

Service	Contact:	Contact details:
Facility Management Ancillary – blinds, window cleaning, pest control, etc.	Help Desk	Contact Help Desk by: Phone ext. 7956, 6415, 1160 Emergency line: ext. 2444 Estates.Follow-up-jobs@lse.ac.uk Estates-Help-Desk@lse.ac.uk Feedback form
Maintenance Reactive work to maintain existing facilities and infrastructure. Stores.		
Sustainability & Environmental – inc. waste management		
Furniture – re-use and new orders		
Capital Development Building refurbishments, projects and new development	Named project manager or Help Desk	contact Help Desk as above
Long Term Maintenance Work to improve or substantially upgrade existing facilities and infrastructure or replace items which have reached the end of their life expectancy	Martyn Fisher , Senior Project Manager or Help Desk	m.fisher@lse.ac.uk ext. 6548 or contact Help Desk as above
Office Moves & Space Management Management of the allocation of space and office moves	Francesca Ruscoe, Moves and Logistics Manager or Help Desk	f.ruscoe@lse.ac.uk ext.3789 or Contact Help Desk as above.
Cleaning - inc. bin collection / Recycling collection	Help Desk	Contact Help Desk as above

*Where complaints have been sent to a named member of staff who is not available to deal with your enquiry, e.g. staff on holiday etc, an out-of-office response will be posted to direct who should be contacted in their absence. Alternatively, please contact Help Desk for direction.

Security	Graham Shillabeer- Security Office Manager Richard Mulcahy - Security Operations Manager	g.shillabeer@lse.ac.uk ext. 7978 r.mulcahy@lse.ac.uk ext. 6589 or contact Help Desk as above
Post Room	Ben Gladstone Supervisor Post Room David Tyndall Post Room Assistant	b.gladstone@lse.ac.uk ext. 6564 d.p.tyndall@lse.ac.uk ext.7989
Sports Ground	Steve Butter - Head Groundsman Sports Ground Ben Waters Deputy Groundsman	s.butter@lse.ac.uk ; ext #6562 ext #6562

Response time: The service provider or Help Desk will aim to send an initial response to the customer within 2 working days* (or sooner in the event of an emergency).

In the initial response guidance on the anticipated resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: Every effort will be made to resolve the issue at this stage. The service provider/Help Desk will undertake the follow-up updates on progress with the customer.

Links to existing Service Level Agreements:

[Maintenance response times](#)

[Cleaning schedules](#)

*Where complaints have been sent to a named member of staff who is not available to deal with your enquiry, e.g. staff on holiday etc, an out-of-office response will be posted to direct who should be contacted in their absence. Alternatively, please contact Help Desk for direction.

Stage 2: Registration of a complaint in the event of unsatisfactory resolution of your query at Stage 1

Contact the Customer Services Manager:

Name	Jasinder Sidhu
Phone	Ext. 7778
Email	estates.follow-up-jobs@lse.ac.uk ; j.sidhu@lse.ac.uk
Feedback form	Online Customer Feedback Form

The Customer Services Manager will:

- Liaise with the relevant manager or Head of Section to investigate and progress the complaint
- Log the complaint in the Complaints Log
- Respond to the customer
- Advise the customer on the corrective action to be put in place
- Follow up with the service provider on progress / resolution
- Escalate the complaint to Stage 3 if necessary
- Analyse the complaint and pass on data to be used by the Senior Management for management purposes

Response time: The Customer Services Manager will aim to send an initial response to the customer within 3 working days* from when she receives the complaint (or sooner in the event of an emergency).

In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: Every effort will be made to resolve the issue at this stage. If required, the Customer Services Manager will undertake the follow-up updates on progress with the customer unless otherwise advised.

*Where complaints have been sent to a named member of staff who is not available to deal with your enquiry, e.g. staff on holiday etc, an out-of-office response will be posted to direct who should be contacted in their absence. Alternatively, please contact Help Desk for direction.

Stage3: Escalation of complaints in the event of unsatisfactory resolution at Stage 2

Contact the Director responsible for the relevant Section.

Service	Contact:	Contact details:
Facility Management Cleaning Maintenance Security Furniture Environmental & Sustainability Reprographics Post Room Sports Ground	Allan Blair Director of Facilities Management	a.blair1@lse.ac.uk ext.6748
Capital Development Projects Long Term Maintenance	Ken Kinsella Director of Capital Development	k.kinsella@lse.ac.uk ext.4951
Moves & Space Management	Richard Jenden Head of Property and Space Management	r.jenden@lse.ac.uk ext.3647

Response time: The Director will aim to send an initial response to the customer within 3 working days* from when he/she receives the complaint (or sooner in the event of an emergency). In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow up: Every effort will be made to resolve the issue at this stage. The Director will advise the customer on a contact for follow-up if required.

*Where complaints have been sent to a named member of staff who is not available to deal with your enquiry, e.g. staff on holiday etc, an out-of-office response will be posted to direct who should be contacted in their absence. Alternatively, please contact Help Desk for direction.

Stage 4: Appeals in the event of unsatisfactory resolution at Stage 3

Contact the Director of Estates

Name	Julian Robinson
Phone	ext. 6761
Email	j.s.robinson@lse.ac.uk

Response time: The Director of Estates will aim to send an initial response to the customer within 3 working days* from when he receives the complaint (or sooner in the event of an emergency). In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow up: This is the last step in the complaints procedure and the intent is that if all previous stages for resolving the complaint fail the Director of Estates will resolve the issue. However, in the rare event where a follow up is needed the Director of Estates will advise the customer on a contact for follow-up.

*Where complaints have been sent to a named member of staff who is not available to deal with your enquiry, e.g. staff on holiday etc, an out-of-office response will be posted to direct who should be contacted in their absence. Alternatively, please contact Help Desk for direction.