

Confidential Reporting of Complaints

LEAP is committed to creating an environment with the highest possible standards of openness, probity and accountability. In view of this commitment, we encourage any stakeholders with serious concerns about any aspect of LEAP's work to come forward and voice those concerns without fear of reprisal.

Officers working on LEAP delivery, strategy and governance are employed by its Accountable Body, the Greater London Authority (GLA). All Board Members are appointed by the Mayor of London. We hope you have no reason to raise concerns about LEAP but, if you do, any complaints or whistleblowing reports should be made in accordance with the relevant GLA policies.

Confidential complaints

LEAP takes all complaints and concerns seriously, and it will investigate all complaints and allegations. If a stakeholder wishes to make a confidential complaint or 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.

Complaints about LEAP should be made via the [GLA complaints procedures](#). The text should clearly state that the complaint is regarding LEAP and be marked for the attention of the Section 127 Officer and the LEAP Board Secretary, who are the two LEAP contacts responsible for dealing with complaints.

Any confidential complaint should be submitted via this [secure form](#) and addressed to the Section 127 Officer and the LEAP Board Secretary, who are the two LEAP contacts responsible for dealing with confidential complaints. The text must explicitly state that the complaint is confidential.

LEAP will investigate anonymous complaints. However, we remind complainants that the inclusion of their name strengthens our ability to investigate and reach informed conclusions. Concerns expressed anonymously will be considered at LEAP's discretion, considering factors such as:

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

HM Government's Ministry of Housing, Communities and Local Government (MHCLG) may request information regarding complaints made about LEAP. The expectation is that LEAP will provide information on an anonymous basis. However, it may be necessary to provide personal details in the interests of the concerns being raised. Where details are required, LEAP will put in place appropriate data protection arrangements in line with the General Data Protection Regulation (GDPR).

Ministry of Housing, Communities and Local Government

LEAP reports to HM Government's Ministry of Housing, Communities and Local Government (MHCLG). Any failure to adequately resolve a complaint shall be referred to MHCLG by LEAP's Section 127 Officer.

If a complainant feels unable to raise a matter directly with LEAP or is dissatisfied with the action LEAP has taken, they may report a complaint directly to the Cities and Local Growth Unit at MHCLG using the contact details below:

Email: LEAPPolicy@communities.gsi.gov.uk, marked for the attention of the Deputy Director - London and South East

Post: Deputy Director - London and South East, Cities and Local Growth Unit, Fry Block, 2 Marsham Street, London SW1P 4DF

The email or letter should be clearly marked as 'Official – complaint'.

Whistleblowing

Whistleblowing relates to making disclosures about wrongdoing in the public interest. This means things that affect others; for example, the general public.

The [GLA's Whistleblowing Policy and Guidance](#) applies to officers, Assembly Members, anyone working for the GLA in any capacity (for example, temporary agency staff, consultants, secondees and volunteers) and those providing a shared service to the GLA.

Whistleblowing refers to the reporting of specific issues in the public interest:

- a criminal offence; for example, fraud or bribery
- where someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- where the GLA is breaking the law – i.e. it is not meeting its legal obligations
- where someone is covering up wrongdoing

The Section 127 Officer and Board Secretary are responsible for dealing with whistleblowing in relation to LEAP and, as responsible officer, the Section 127 Officer must inform MHCLG of any complaints received under the whistleblowing procedure.