

How to make a complaint about Innovate UK KTN

Step one:

Please contact megan.kearns@ktn-uk.org in the first instance.

Megan is our communications executive and will ensure your complaint reaches the right person within Innovate UK KTN to be handled directly.

You will receive a response from Megan or her team within 72hrs of receipt of complaint.

If your complaint refers directly to the work of one of our Innovate UK Partners, for example in regards to an application or grant, we will request your permission to pass the complaint on to the relevant team.

Step two:

If your complaint is not resolved following step one, you can contact the complaints team either by post or email:

Complaints Officer
Innovate UK KTN
Business Design Centre, 52 Upper St, London N1 0QH

Email: fran.mcintyre@ktn-uk.org

In your correspondence please include:

- the reason for making the complaint
- a clear description of your experience or problem
- what outcome you would like to see

If your complaint relates to a person, please provide their name.

To enable us to investigate your complaint fairly and fully, please be as clear as possible in your reasons for complaining. We recognise that this can be challenging.

We will acknowledge your complaint within three full working days and aim to provide a full investigation conclusion within 21 working days.

Our complaints team will be responsible for dealing with your complaint. They will:

- contact you for additional information only in the instance that the nature of your complaint is unclear
- assess the validity of your complaint
- collect relevant information
- let you know the outcome and, if relevant, any action taken.

Step three:

If you do not agree with the outcome of step two, you can appeal the decision of the complaints team.

In doing so, we will appoint a director, deputy director or head of department from a different team to review your complaint. This person will have had no prior involvement in the investigation.

Appeal requests must be received within one month of the complaints team's response.

At this stage, the appointed director, deputy director or head of department will only review issues raised during step two and are unable to investigate any new issues.

Any new complaint raised at this stage will be considered a new complaint and reviewed in line with step two.

We are unable to progress your complaint to step three without clear grounds or evidence to support the request.