

## How to make a complaint about Innovate UK KTN

### Step one: initial stage

The person who dealt with your enquiry, application or project can usually resolve your complaint. It is important to contact the person or team who dealt with your enquiry or application in the first instance.

### Step two: complaint investigation

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: [complaints@iuk.ktn-uk.org](mailto:complaints@iuk.ktn-uk.org)

In your correspondence please include:

- The reason for making the complaint
- A clear description of your experience or problem
- The reason for making the complaint
- 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 as we are unable to investigate non-specific complaints. We recognise that this can be challenging.

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

You will receive an acknowledgement from the team within 3 full working days from receiving your complaint. If we feel there is a basis for an investigation into your complaint, you will receive a response within 10 working days from appointing an investigation officer.

### Step three: escalation

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. 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.

We will acknowledge your complaint within 3 full working days and aim to provide a full investigation conclusion within 21 working days. If we can't respond by this date, we will contact you and tell you why and when we will be able to reply.

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 one 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 one.

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