



London Stadium Complaints Policy

1. London Stadium is committed to providing the best customer service to all visitors, fans and spectators visiting the stadium. All feedback received by the Stadium Operator, London Stadium 185 (LS185) plays a vital role in helping us to achieve this, so please do not hesitate to contact us at **customerservice@londonstadium185.com** should you have any queries, concerns or suggestions that you would like to share with us.
2. All comments we receive are fed back to the relevant department so that we remain informed and have the opportunity to continuously improve our operation and service offered in conjunction with our service delivery partners, match day teams, event promoters and other key partners at the stadium.

How can I raise a formal complaint?

3. Complaints should be made in writing either via email or letter to the following addresses.

Email: **customerservice@londonstadium185.com**

Letter: London Stadium 185 Ltd, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST

4. Please provide written account of the incident leading to the complaint in the first instance. As much detail and information should be included in order to expedite a resolution. We may contact you via telephone after the initial stage to obtain more detail, clarify a point or to expedite progress.
5. Information to include:
 - a. Your contact details, and preferred method and time of communication
 - b. Date and time of incident
 - c. Location of incident within the stadium or surrounding area. For example, telling us the block number will enable us to review paperwork and other systems more accurately
 - d. Copy of tickets, if applicable
 - e. Details of any staff involvement, such as names, bib numbers, SIA or other identification cards
 - f. Details of any witnesses, if applicable

When should I make a complaint?

6. Complaints must be received no later than one month after the date the incident occurred. This is to ensure that appropriate evidence, such as CCTV, can be sourced.



When can I expect a resolution?

7. The London Stadium Customer Services team aims to acknowledge or reply to complaints within 5 business working days and send a full reply within 28 working days.
8. We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case we will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.

How are complaints handled?

9. Once a formal complaint has been received, the complaint is reviewed and sent to the relevant internal department for further response.
10. When we get things wrong we will act to:
 - a. accept responsibility and apologise if appropriate,
 - b. explain what went wrong and why, and
 - c. put things right by making any changes required.
11. The reason for our decision will be recorded by the decision maker and included in our response.
12. We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.
13. We will handle your information in line with Data-Protection legislation.

14. Who can I escalate my complaint to?

15. We aim to provide a satisfactory conclusion to all complaints received and we hope there isn't a need to move on any further. There are the following stages to our complaints procedure:
16. Stage One
17. This is the first opportunity for a service to resolve a complainant's dissatisfaction, and the majority of complaints will be resolved at this stage. In the first instance, we will seek to get your complaint resolved by the staff directly responsible for the relevant service area or facilities.
18. Stage Two
19. If you are dissatisfied with the initial response you may request a review. Your request should be sent to the address given below, marked clearly as a 'Stage 2 Complaint', and specifying what response you have received to date.

Letter: London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST



20. You can request to escalate this for review to London Stadium's Operations Director, by email to customerservice@londonstadium185.com
21. The Operations Director will thoroughly appraise the situation, including all correspondence to date, before responding with a final conclusion.
22. Stage Three
23. If you are dissatisfied with this response you may request a review by LS185's Board (who may nominate someone to investigate the complaint). Your request should be sent to the address given below, marked clearly as a 'Stage 3 Complaint'.
24. If regarding Football you may also complain to the Football Ombudsman
- 25. Unreasonable Behaviour**
26. All complaints will be processed in accordance with this policy. However, during this process, staff may have contact with unreasonable complainant behaviour and unreasonably persistent complainants.
27. Unreasonable and unreasonably persistent complainants is defined as those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their or other people's, complaints.
28. If a complainant's behaviour is viewed as unreasonable or unreasonably persistent, LS185 will seek to explain why this is a problem, but may also place limits on communications with an individual, or refuse to enter into further correspondence on a matter in relation to which a complaint has been determined.
- 29. Review and Monitoring of Complaints Policy**
30. A full review of this policy will be carried out on an annual basis. However, throughout the course of each year, amendments will be made if necessary to reflect changes in legislation, regulations and changing business requirements.
31. The complaints procedures will be tested on a regular basis to make sure that the policy is being followed.
- 32. Customer Services Opening Hours**
33. Monday - Friday, 09:00 - 17:00, except Bank Holidays