



Enquiries and Feedback Policy

The Liverpool City Region Local Enterprise Partnership (LCR LEP) welcomes all general enquiries. We would also like to hear from you if you have a suggestion on how we can improve, or if you have been particularly happy with anything that the LCR LEP has undertaken.

You can make an enquiry to the LCR LEP using the following contact details:

Tel: 0151 227 2727

Email: info@liverpoollep.org

By post: Liverpool City Region, No. 1 Mann Island, Liverpool L3 1BP

Please note that the LCR LEP receives a large number of emails, letters and phone calls each day. We will try to reply to you as quickly as possible, however, please note that general enquiries, including emails, are dealt with in the order in which they are received. We will respond to your written enquiry within 5 working days of receipt. Comments received by the LCR LEP will be logged and reviewed regularly in order to help inform ways in which we can improve. If you have a compliment in relation to the service you have received from the LCR LEP, please include the name of any relevant members of the team in your correspondence so that we can ensure that your feedback reaches them.

Business Support Enquiries

If you are seeking business support to help start or grow your business please contact The Liverpool City Region Growth Hub – contact details can be found following the link below

<https://localgrowthhub.com/>

Media Enquiries

Any media enquiries for the LCR LEP should be directed to Shelley Lockett,

Email: shelley.lockett@liverpoollep.org Tel. 0151 227 2727

Complaints

We are committed to providing the best possible service to stakeholders for the benefit of the entire Liverpool City Region. However, if we get it wrong, we would like to know about it and we will try our best to put things right as quickly as possible. If you would like to raise a complaint with LCR LEP please see our [complaints policy](#).

Freedom of Information

While the LEP is not subject to the Freedom of Information Act 2000, some of its partner organisations are and the partnership seeks to ensure that Freedom of Information and Environmental Information Regulation requests are dealt with in line with relevant legislation.