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## INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

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| Information released title | Investors in People accreditation – Legal Services Commission, Legal Aid Agency and complaints   |
| Original request           | <ol style="list-style-type: none"> <li>1. When was the Legal Services Commission/ Legal Aid Agency accredited with the mark. Investors in People and when are they due to be renewed by your COMPLIANCE UNIT</li> <li>2. What complaints have been raised with your Compliance Unit regarding non performance/compliance by Legal Services Commission over the last 3 years of your Standard/award of Investors in People.</li> <li>3. Please provide me with a copy of your complaints process/procedure/manual regarding complaining to you about the non compliance of an organisation with Investors in People mark/standard.</li> </ol> |
| Date of release            | 20/06/2013   |
| Requester type             | Individual   |

### Information released:

Thank you for your request which we received on 22<sup>nd</sup> May concerning information held on the Investors in People accreditation status of the Legal Services Commission and Legal Aid Agency and on complaints.

Your response has been generated by the UK Commission for Employment and Skills. In April 2010, responsibility for the Investors in People Standard was passed from government to the UK Commission. These arrangements mean that the UK Commission took over guardianship of the Investors in People Standard and framework, including responsibility for ensuring continued high quality through the licensing of regional and national delivery centres across the UK.

I can confirm that the UK Commission for Employment and Skills holds some of the information you requested. Your original request asks us to supply three pieces of information:

1. When was the Legal Services Commission/ Legal Aid Agency accredited with the mark. Investors in People and when are they due to be renewed by your COMPLIANCE UNIT
2. What complaints have been raised with your Compliance Unit regarding non performance/compliance by Legal Services Commission over the last 3 years of your Standard/award of Investors in People.

3. Please provide me with a copy of your complaints process/procedure/manual regarding complaining to you about the non compliance of an organisation with Investors in People mark/standard.

The information requested is communicated to you below:

**1. When was the Legal Services Commission/ Legal Aid Agency accredited with the mark. Investors in People and when are they due to be renewed by your COMPLIANCE UNIT**

As explained in our response to your first request for information on the Legal Services Commission (also sent today, 20<sup>th</sup> June 2013), the Legal Services Commission achieved Investors in People accreditation on 13<sup>th</sup> March 2009, however, as at 13<sup>th</sup> March 2012, it was no longer in possession of the Investors in People award. The Legal Aid Agency does not hold and has never held the award.

With regards to the Legal Services Commission, because it does not currently hold the Investors in People award, it is not subject to the reviews and other interventions which are designed to ensure that Investors in People accredited organisations continue to work within the Standard.

In line with our duty to advice and assist applicants, we would like to clarify the role of the Investors in People Compliance Unit and the Investors in People licensed centres in relation to re-accreditation. Investors in People accreditations and re-accreditations are carried out by private organisations, who have obtained a licence from the UK Commission to enable them to operate as Investors in People Centre. They are not carried out by the Investors in People Compliance Unit, which is responsible for protecting copyright and trade mark interests and complaints.

Investors in People is a voluntary good practice framework under which Investors in People prefer to continue to work with organisations regardless of their circumstances in order to improve their performance and that of individuals through the development of all their people. Investors in People cannot govern the behaviour of the people working in Investors in People organisations. Nor can Investors in People act for those who have complaints against them (or any members of their staff) which are not directly covered by the [voluntary] Investors in People good practice framework.

To assist you further, you may want to view the Investors in People website which contains much more information relating to the standard, the benefits of holding Investors in People status, and how it all works. The website can be found here: [www.investorsinpeople.co.uk](http://www.investorsinpeople.co.uk).

**2. What complaints have been raised with your Compliance Unit regarding non performance/compliance by Legal Services Commission over the last 3 years of your Standard/award of Investors in People.**

I can confirm that the Investors in People Compliance Unit received no complaints in relation to any aspect of the Legal Services Commission's Investors in People accreditation, during the time that it held the award. Please note that it is the general policy of the UK Commission to not disclose any information pertaining to the performance of any organisation that has at any time achieved the Investors in People award on the basis that s 41 and s 43(2) apply to the information, and this is the case whether this is of a positive or negative nature. However, on this occasion, after carrying out a balancing exercise to decide whether the public interest in maintaining exemptions Sections 41 and

43(2) outweighs the public interest in disclosure, we have decided to release this information. We are persuaded that the fact that the Legal Services Commission was abolished as a result of the Legal Aid, Sentencing and Punishment of Offenders (LASPO) Act 2012 is a key factor in deciding to disclose the information.

**3. Please provide me with a copy of your complaints process/procedure/manual regarding complaining to you about the non compliance of an organisation with Investors in People mark/standard.**

The complaints procedure in relation to Investors in People is available at:

<http://www.investorsinpeople.co.uk/About/Pages/Complaintsprocedure.aspx>.

As Investors in People is a voluntary good practice framework, under our complaints procedure we are not able to intervene in individuals' cases in matters which are covered by employment and other law, or are the subject of grievance, tribunal or other legal proceedings. We do not, for example, have rights of entry into organisations unlike other regulatory bodies as we have to be invited on site. In the UK, employment and workplace issues are usually covered by the 2009 changes to employment law [Employment Act 2008]. This introduced the statutory code of practice which came into effect in April 2009. This provides basic practical guidance on discipline and grievance handling in the workplace, resolution of disputes, dismissal and employment tribunals, and it places responsibilities on both employers and employees. It is this route and its procedures that should be used first. Advice on this area available from the independent employment relations organisation ACAS (<http://www.acas.org.uk>) and their confidential phone helpline is 0845 7474747.

We will at any stage formally note in confidence any relevant written information that people provide to us about accredited organisations. This is always done confidentially and the anonymity of those providing information is always protected. This enables our Specialist working with the organisation to focus on any related people development needs which are covered by our Standard. Our aim would be to assist the organisation to continue meeting the requirements of our Standard fully for the benefit of its people and clients. While we cannot govern the behaviour of the 6.4 million people working in Investors in People organisations we hope that organisations using our framework improve continuously whether they are starting up, growing or managing through difficult times. It is up to the organisation and its people to continue to build on its achievement. Part of the improvement feedback given by our Specialists concentrates on this.

If you are unhappy with the way your request has been handled, you can request a review by writing to the UK Commission's Governance Team at the following address:

UK Commission for Employment and Skills  
Renaissance House  
Adwick Park  
Wath upon Dearne  
South Yorkshire  
S63 6DT

If you remain dissatisfied with the handling of your request, you have a right of appeal to the Information Commission at: The Information Commissioner's Office, Wycliffe House, Water Lane,



Wilmslow, Cheshire SK9 5AF. Or telephone, 08456 30 60 60 or 01625 54 57 45 or visit the ICO website: [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely,  
Freedom of Information Team,  
UK Commission for Employment and Skills