LEADERS OF TOMORROW

Reporting Concerns & Complaints — How to Raise an Issue

Version 2 · Issued 15 June 2026

Reporting Concerns & Complaints — How to Raise an Issue

Leaders of Tomorrow (LOT) wants to hear from you if something is wrong. Whether you are a member of the public, a student, a participant, a parent or carer, or a member of staff, this guide explains how to raise a concern or make a complaint, what will happen next, and how we protect your privacy.

What You Can Report

You can report anything that concerns you about LOT, our programmes, our people, or our platform, including:

- The safety or wellbeing of a child or young person (a safeguarding concern).
- Harassment, bullying, discrimination or sexual misconduct.
- The conduct of a member of staff, volunteer or participant.
- A problem with how your personal data has been handled.
- A concern about money, fairness or how a decision was made.
- A technical problem, or anything you think we should know about.

If you are not sure whether something is worth reporting, please report it anyway. We would rather hear about it.

If Someone Is in Immediate Danger

If a child or anyone else is in immediate danger or a crime is in progress, contact your local emergency services first. Then tell us so we can help.

How to Report

You can choose whichever channel suits you best:

- *In the app* — open a Support Ticket from your account. This is the quickest way for signed-in users and keeps everything in one place.
- *By email* — email us at help@lotep.org. For a safeguarding concern about a child or young person, email help@lotep.org.
- *Safeguarding contact* — to reach the Designated Safeguarding Lead directly, contact help@lotep.org.

When you contact us, it helps to include:

1. What happened, and when and where.
2. Who was involved, and anyone who saw it.
3. What you would like to happen.
4. How we can reach you (if you would like a reply).

Anonymous Reporting

You can report a concern without giving your name. Please note that staying anonymous may make it harder for us to investigate fully or to keep you updated, but we will always take an anonymous report seriously and do what we can.

What Happens Next

1. *We acknowledge* — if you have given us contact details, we will confirm we have received your report, normally within a few working days.
2. *We assess* — we look at what you have told us, decide how urgent it is, and route it to the right person. Safeguarding concerns go straight to the Designated Safeguarding Lead.
3. *We act* — we look into the matter fairly and proportionately. Where the law requires it, we may involve external authorities.
4. *We respond* — we aim to keep you informed and to give you an outcome. Simple matters are usually resolved quickly; more complex ones take longer, and we will tell you if we need more time.
5. *You can ask for a review* — if you are unhappy with how your complaint was handled, you can ask us to review it.

Confidentiality

We treat your concern sensitively and share it only with the people who need to know to deal with it, to support those involved, or because the law requires it. We handle your personal information in line with our data-protection obligations under the GDPR. The one situation where we may need to act even without your agreement is where someone may be at risk of harm — protecting people always comes first.

No Comeback for Speaking Up

No one will be treated unfairly for raising a genuine concern in good faith. We do not tolerate any form of retaliation against someone who reports an issue.

Timelines at a Glance

- Acknowledgement: normally within a few working days.
- Safeguarding concerns: acted on the same day.
- Outcome: as soon as we reasonably can, and we will keep you updated if a matter is complex.

Thank you for helping us keep LOT safe, fair and trustworthy.