



[REDACTED]

9 March 2022

Dear [REDACTED],

Freedom of Information request: FOI2022/00064

Thank you for your Freedom of Information requests received on the 20 February in which you requested the following:

Your request:

1. *Please can you advise what the situation is if a project lead makes a complaint about a Monitoring Officer or equivalent.*
2. *Does he or she continue to manage the project?*
3. *Is there a target about how long it takes to resolve a project?*
4. *Please could you send me a copy of IUK's anti-bullying policy.*

Clarification received on 25 February 2022

With regard to the question 3, did you mean how long it takes to resolve a 'complaint'?

Yes it should be complaint.

Our response

I can confirm UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below.

1. *Please can you advise what the situation is if a project lead makes a complaint about a Monitoring Officer or equivalent.*

Monitoring Officers have a contractual relationship with Innovate UK (IUK) and are not considered to be members of staff or to be working directly for IUK. As such, complaints about Monitoring Officers are dealt with outside of the IUK complaints procedure and are instead investigated by the Monitoring Team. These complaints are addressed on an ad-hoc basis and resolved by a team manager via email or telephone. In that regard, complaints regarding Monitoring Officers should be routed to the Monitoring Team who will escalate to the Head of Post Award. The Head of Post Award will then start an investigation into the situation, by speaking to the Monitoring Officer and the project – to understand both sides of the issue, and will then send an independent party to attend the next quarterly meeting (between the project and Monitoring Officer). The independent party will report back and a decision will be made.

Each complaint is dealt with on a case-by-case basis, depending on the situation, therefore the approach taken by the Head of Post Award may vary from the above in some circumstances.

2. Does he or she continue to manage the project?

Yes they would continue to manage the project until the above process had been completed, however this does depend on the situation; all complaints are dealt with on a case-by- case basis but if the allegations related to a significantly serious issue, IUK would remove the Monitoring Officer temporarily whilst the investigation was being conducted.

3. Is there a target about how long it takes to resolve a complaint?

Each complaint is dealt with on a case-by-case basis, depending on the situation and complexity of the complaint, therefore there is no service level agreement (SLA) regarding timescales.

4. Please could you send me a copy of IUK's anti-bullying policy.

Under Section 21 of the Freedom of Information Act - Information already reasonably accessible, the information you have requested is already available in the public domain. Section 21 is an absolute exemption which means that there is no requirement to conduct a public interest test.

In terms of UKRI's bullying and harassment policies, which cover Innovate UK, the following documents are publicly available:

- [Preventing bullying and harassment – UKRI](#)¹ sets out UKRI's approaches for those we fund.
- [Preventing harm in research – UKRI](#)² sets out UKRI's expectations of individuals and organisations in their approach to safeguarding those involved in, or that come into contact with, the research and innovation activities that we fund.
- UKRI's grievance, bullying and harassment policy for employees of UKRI can be found at [UKRI Grievance, Harassment and Bullying Policy](#)³. This policy is currently under review as part of a wider scheme of work in this area, as outlined here [UKRI issues statement on bullying complaint – UKRI](#)⁴.
- You may also be interested in UKRI's policy on managing performance and conduct [UKRI Managing Performance and Conduct Policy](#)⁵, which sets out the framework by which employee performance will be managed.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance

Email: foi@ukri.org or infogovernance@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: <http://www.ico.gov.uk/>

¹ <https://www.ukri.org/our-work/supporting-healthy-research-and-innovation-culture/bullying-and-harassment/>

² <https://www.ukri.org/about-us/policies-standards-and-data/good-research-resource-hub/preventing-harm-in-research/>


³ <https://www.ukri.org/wp-content/uploads/2020/10/UKRI-081020-GrievanceHarassmentAndBullyingPolicyV2.0.pdf>

⁴ <https://www.ukri.org/news/ukri-issues-statement-on-bullying-complaint/>

⁵ <https://www.ukri.org/wp-content/uploads/2020/10/UKRI-081020-ManagingPerformanceAndConductPolicy.pdf>

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,


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