



## **ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD**

**16<sup>th</sup> JULY 2019**

**Report Title:** Annual Report on Complaints – information report

**Report of:** Louise Stewart, Chief Executive Officer

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**Local Government (Access to Information) Act 1985 - N/A**

**Purpose:** *To inform the Board of the complaints received in 2018-19 and provide assurance that complaints are investigated and appropriate action taken to prevent recurrence.*

### **1. Recommendation**

1.1 To note the content of this report.

### **2. Executive Summary**

2.1 A total of 91 complaints were made to the Trust about its service and facilities in the period from 1<sup>st</sup> April 2018 to 30<sup>th</sup> March 2019. The complaints log is central and records all complaints. It does not attribute to or distinguish between charitable or trading activities. Of the 88 complaints

- 1 complaint was not responded to within the 4-week deadline period and resulted in some procedural and policy updates.
- 2 complaints were escalated to the Trustee Board.
- We are not aware of any complaints made to the Charity Commission or the Fundraising Regulator about the Charity.

### **3. Complaints Policy**

3.1 A clear complaints policy enables the Charity to be accountable to its stakeholders. The Board approved the organisation's Complaints Policy at its meeting on 17<sup>th</sup> July 2017 and a summary version is included on the Alexandra Palace Website and deals with complaints about the organisations services, facilities and public benefit.

3.2 The Complaints Policy will be presented to the Trustee Board as part of its annual review of board level policies later in the year.

#### **4. Conclusion**

- 4.1 With more than 4 million visits to Alexandra Park and Palace in 2018-19 the number of complaints recorded (88) is low. It is, however, possible that some complaints have not been reported as the Advisory and Consultative Committees raised an issue during the year about the contact telephone number provided not being answered, which has now been rectified.
- 4.2 4 compliments for good customer service were recorded and 1 complimenting the wild areas in the Park. These figures are extremely low and do not reflect the level of feedback and the level of positive feedback and high number of complements received from visitors, customers and stakeholders. In 2019/20 the teams will begin to record compliments and praise received by the team in a more structured way.

#### **5. Legal Implications**

- 5.1 The Council's Assistant Director of Corporate Governance has been consulted in the preparation of this report, and has no comments.

#### **6. Financial Implications**

- 6.1 The Council's Chief Financial Officer has been consulted in the preparation of this report, and has no comments.

#### **7. Use of Appendices**

None