

<b>Complaints Policy</b>	<b>Date Approved:</b>  FRAC – 27 June 2017 APPCT – 18 July 2017
	<b>Issue Date:</b>  18 July 2017
	<b>Review Date:</b>  July 2018

## 1. Introduction

The APPCT Board of Trustees need to view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

## 2. Background

The Charity Commission requires Trustees to have the appropriate procedures for dealing with complaints and ensure that the procedures are easy to follow.

## 3. Scope

The policy below complies with regulation and provides APPCT with an effective and easy to follow process in line with good practice guidance.

## 4. Policy

APPCT Complaints Policy

### Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at APPCT knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of serious dissatisfaction, whether justified or not, about any aspect of APPCT.

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## Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in APPCT. A complaint can be received verbally, by phone, by email or in writing.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

## Review

This policy is reviewed regularly and updated as required. Adopted on: [TBC]

Publicised Contact Details for Complaints:

Written complaints may be sent to the Company Secretary or CEO at Alexandra Park & Palace, Alexandra Palace Way, Wood Green, London N22 7AY or by e-mail at [erica.wilkinson@alexandrapalace.org](mailto:erica.wilkinson@alexandrapalace.org) or [ceo@alexandrapalace.org](mailto:ceo@alexandrapalace.org).

Verbal complaints may be made by phone to 07710 796930/0208 365 4335 or in person to the Company Secretary or CEO.

## Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to APPCT
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

## Resolving Complaints

### *Stage One*

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Company Secretary or CEO within three working days.

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On receiving the complaint, the Company Secretary or CEO records it in the complaints log. If it has not already been resolved, the CEO will delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## *Stage Two*

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chair of the APPCT Trustee Board.

The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

## *External Stage*

The complainant can complain to the Charity Commission at any stage.

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Information about the kind of complaints the Commission can involve itself in can be found on their website at:

[www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

## **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

## **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

## **5. Status of policy**

This new draft policy (at Board level as opposed to operational level) to be considered by the FRAC for recommendation of adoption by the APPCT Board of Trustees.

## **6. Associated documentation and further information**

None.

Date	Version	Author	Amendments