



## Customer Complaints Policy Summary

We aim to:

- provide a fair complaints procedure which is clear and easy to use
- publish the complaints procedure so that people know how to make a complaint
- respond to all complaints in a timely manner and investigate them appropriately and fairly
- resolve complaints and repair relationships, wherever possible
- gather information and take action when necessary to help us to improve
- to handle all complaints and complaint information sensitively, telling only those who need to know, following principles of relevant data protection legislation
- ensure everyone at Alexandra Palace knows what to do if a complaint is received.

### Complaints handling

We will:

- acknowledge complaints within five working days
- tell the complainant what will happen next and give an indication of timescale
- make the complainant aware of our complaints policy

### Making a Complaint

We encourage the swift reporting of dissatisfaction, whilst a customer is on site, to the staff at the facility being used or at one of the designated receptions so that we have the opportunity to put things right at the time. If this is not possible, or you are not satisfied with the response received:

in writing to 'Feedback' at Alexandra Park & Palace Charitable Trust, Alexandra Palace Way, Wood Green, London N22 7AY

or by e-mail to [visitor.service@alexandrapalace.com](mailto:visitor.service@alexandrapalace.com)

or by telephone 020 8365 2121

A complaint should include the following information:

- Describe clearly what happened, (include the date, time and location of the incident. Please be as specific as possible about the location within the Palace or the Parkland)
- Tell us why you are making a complaint
- Tell us what you would like as an outcome
- Please provide your full name, email address and contact phone number
- Tell us how you would prefer us to contact you
- If appropriate, please send us any documents that support your complaint.

We cannot guarantee that complaints made via social media will be seen and responded to within the timescales set out in this policy.

For a copy of our full Complaints Policy or our Whistleblowing Policy please contact [charitysecretary@alexandrapalace.com](mailto:charitysecretary@alexandrapalace.com)

### Resolving Complaints

Low level complaints received by individuals or Visitor Service Assistants (VSA) will be responded to within 72 if possible and appropriate. This is our opportunity to investigate, explain and rectify if we can.

If the individual cannot resolve the complaint or the issue is regarded to be sensitive or significant, the complaint information will be recorded and passed to the Head of Department or escalated to a Director to assess whether it needs to enter the formal complaints procedure below.

## **Formal complaints procedure**

### *Stage One*

- Complaint recorded and assessed by complaint panel team the complaint,
- If an internal investigation is called for, the CEO will appoint an appropriate person to investigate.
- Written response to the complaint with one of four outcomes:
  - a) complaint upheld
  - b) complaint not upheld
  - c) complaint not upheld but there are lessons for the organisation.
  - d) complaint partially upheld and explanation provided as in a) b) and c) above

### *Stage Two*

- Complainant can request that the complaint is reviewed at Director level to establish if the process was undertaken in accordance with the complaints policy, appropriately thorough and conclusions supported by evidence
- There are three outcomes of a review
  - a) The investigation conclusion – was not justified in full or in part and the organisation needs to take remedial action
  - b) The investigation conclusion - was justified and the complaint remains 'not upheld'.
  - c) The investigation conclusion – was justified but there are lessons for the organisation

### *Stage Three*

Complainant can request that the complaint is reviewed at Board level to review the process followed at stage two.