



Customer Complaints Policy (summary)

Introduction

Alexandra Park and Palace Charitable Trust (APPCT) and its trading subsidiary APTL, hereafter known as 'Alexandra Palace', view complaints as an opportunity to explain our actions, to put things right for the person or organisation that has made the complaint, if appropriate, and as an opportunity to learn and improve what we do and how we do it.

Policy

A complaint is any expression of serious dissatisfaction, whether justified or not, about any aspect of Alexandra Palace. For this reason the complaints policy applies both to the Trust and its Trading Subsidiary.

Alexandra Palace outsource some delivery to contractors, if the complaint is about or involves a contractor this is considered to be a complaint about Alexandra Palace.

Alexandra Palace organises hires of the Park and the Palace to external clients for events and activities. In this instance customers of those events are customers of the external client and complaints will be forwarded to them, as appropriate, for resolution.

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

It is recognised that complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Once recognised as a complaint, all complaints will be handled according to this policy and will be treated confidentially.

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

For complaints received by telephone or in person, the person receiving the complaint will aim to capture and record the information outlined above. When appropriate, we will 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.

Making a Complaint

We encourage the swift reporting of dissatisfaction, whilst 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 customer.service@alexandrapalace.com

or by telephone 020 8365 2121

When you make a complaint it is helpful if you could 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 us to do
- 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. We do not have the resources to monitor the wide range of social media channels available. We will aim to acknowledge complaints made via these channels but refer the complainant to an alternative method of communication so that the complaints policy can be followed.

If you have asked someone to contact us on your behalf, please make sure they provide evidence of their authority to act on your behalf.

If you wish to make a complaint anonymously please be assured that we will look into it, but our ability to address it fully will be limited. We would encourage you to consider our Whistleblowing policy as a more appropriate way to make your complaint and protect your identity.

We would encourage a complainant to contact us directly with their complaint. However a complaint can be made to the Charity Commission at any stage. 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

Alexandra Palace is registered with The Fundraising Regulator and we abide by standards set out in the Code of Fundraising Practice. Complaints in relation to our fundraising activities will be dealt with in accordance with this complaints policy. However a complaint can be made to the Fundraising Regulator if you are not satisfied with the outcome of our complaints procedure.

A full copy of our complaints policy is available, at our discretion, on request.