

Heart of the City

Complaints Policy

General statement

We at Heart of City are committed to providing the best possible service for our members and stakeholders. However, if there is cause for dissatisfaction, we will treat all complaints seriously and try to deal with them promptly and properly.

Usually, a word with the person involved will suffice should a problem arise. However, we recognise that from time to time there may be occasions when our members or stakeholders feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can solve the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

This is what you should do:

1. If you have a complaint to make, please notify us that you are not satisfied. This can be done by telephone or e-mail:

Phone number: 020 7332 3848

Email address: info@theheartofthecity.com

We will respond within three working days.

2. If the issue is serious, or you are not satisfied after raising it with the team, you should make a formal complaint.
3. Your complaint should be made in writing via email, marked "Private & Confidential", and for the attention of our Director (info@theheartofthecity.com) who will acknowledge it in writing (via email, normally within 7 days of receipt). *
4. Our Director shall - in consultation with the Chair of the Trustee Board - investigate the complaint.
5. Our Director shall communicate the results of the investigation to you within a reasonable time - normally 21 days.

6. Where appropriate, Heart of the City will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
7. All formal complaints and the response made to them will be recorded and filed in a secure place.
8. The Trustee Board shall be informed by our Director at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Heart of the City's self-evaluation.

Heart of the City's complaints procedure will be publicised to organisations and individuals who use its services.

* If a complaint relates to our Director, read Heart of the City Board of Trustees (info@theheartofthecity.com) for our Director throughout this policy.

Review date: 30 June 2021