



## LONDON POTTERS Complaints Procedure

LONDON POTTERS aims to always provide high-quality service to our members. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you

This policy aims to ensure that complaints can be resolved quickly, fairly and effectively. It also defines that as a Charity we:

- make a complaint as easy as possible to make and to welcome the feedback;
- each feedback receives a prompt response and is treated confidentially.
- ensure that our process is transparent and timeframes are realistic;
- address complaints as close to the source as possible
- take every step possible to achieve a productive outcome and to resolve all complaints within a timely manner.

If you are not happy with LONDON POTTERS in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

### How to make a Complaint

First, speak to the volunteer providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach volunteer(s) directly then email: [management.Secretary@londonpotters.com](mailto:management.Secretary@londonpotters.com)

Providing the following information:

- Your full name
- Your contact details (phone and email) indicating your preferred method of contact
- The fact you are raising a complaint
- A Summary of your complaint including relevant dates and times
- Outline of steps and actions taken either by LP or yourself so far to mitigate the complaint
- An other relevant details to help facilitate further investigation in to the complaint.

### Next Steps

We will respond to you within 3-5 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 10 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. LONDON POTTERS will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

### Escalation if you are not satisfied with the response

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to the Chair of LONDON POTTERS's trustee board, who will look at the situation again and decide if further action is needed. Their contact details are [chair@londonpotters.com](mailto:chair@londonpotters.com) .



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If at any time during the investigation of a complaint a matter arises which warrants investigation under disciplinary proceedings or criminal investigation, the procedure will be paused until those investigations are complete. Similarly, the complaints procedure will be suspended if you are seeking legal redress.

LONDON POTTERS may, at any stage of the complaints procedure, review your complaint and provide a decision, without a formal investigation, where it is deemed that the complaint is deliberately repetitive or vexatious.

Serious complaints will be declared to the Charity Commission in line with charity regulation and to the relevant regulatory bodies.

All complaints will be recorded centrally and feedback/resolution logged.

The logged information will include:

- Your (complainant) details;
- Date and nature of the complaint;
- Actions taken, by whom and timescales;
- Outcome of the complaint and closure actions.

### Withdrawing a complaint

If you wish to withdraw your complaint, it should be confirmed in writing to avoid misunderstanding.

### Confidentiality and GDPR

When you interact with LONDON POTTERS some personal information is collected:

You have the right to ask for a copy of the information that is held about you and to have any inaccuracies in your personal details corrected.

You can also request your records be removed from our database or to receive a copy of the information held about you.

You can also ask us to stop using your data for a specific purpose.

We will aim to acknowledge receipt of all such requests within five working days and respond more fully within 10 – 28 days. You can exercise any or all of these rights by emailing [management.secretary@londonpotters.com](mailto:management.secretary@londonpotters.com)

Overall responsibility for this policy and its implementation lies with the board of trustees of LONDON POTTERS.

### Document Governance

Title	London Potters Complaints Procedure
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