

Complaints Policy

Jubilee Gardens Trust views complaints as an opportunity to learn and improve, and an opportunity to remedy the situation in direct communication with the complainant/s.

The Jubilee Gardens Trust Complaints Policy aims:

- 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 Jubilee Gardens Trust to make a complaint.
- To ensure there is a procedure in place if a complaint is received.
- To respond to all complaints in a timely manner and investigate them appropriately and fairly.
- To handle all complaints and complaint information sensitively, telling only those who need to know, following principles of relevant data protection legislation.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps Jubilee Gardens Trust to improve the service it provides.
- To ensure everyone at Jubilee Gardens Trust knows what to do if a complaint is received.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Jubilee Gardens Trust. Complaints may be made by a person or organisation with a legitimate interest in Jubilee Gardens Trust.

Responsibility

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

Making a Complaint

We encourage the swift reporting of dissatisfaction, whilst a visitor is on site, to the staff on the Gardens 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: Jubilee Gardens Trust, 10 York Road London SE1 7ND
or by e-mail to: mail@jubileegardens.org.uk
or by telephone: 0207 202 6900

The best way to contact us so we can resolve your concern promptly is by email.

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 Gardens)
- 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.

Note: Jubilee Gardens Trust does not employ its own staff. The work of Jubilee Gardens Trust is undertaken on its behalf by a managing agent and contractors. Jubilee Gardens Trust will ensure complaints involving the performance of the managing agent or contractors are dealt with appropriately.

Complaints Handling

We will:

- acknowledge your correspondence with 48 hours (2 full working days) and send a full reply within 10 working days.
- If the complaint is more complex, we may have to undertake further investigation. In this instance we will explain why and let you know how long it will take.
- make the complainant aware of our complaints policy.

Monitoring and Learning from Complaints

Complaints are monitored and reviewed annually to ensure procedures are adhered to, to identify trends to inform the development of policy and best practice and identify any need for further action.

Signed:

Chair of Jubilee Gardens Trust

Policy approved by the Board on 09 May 2024

For formal review by the Board of Trustees every three years

Date of Review: Quarter 1 2027

Formal complaints procedure

Complaints received by telephone or in person must be recorded. The person who receives a telephone complaint or in person complaint must:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to JGT, (for example: client, member)
- Tell the complainant that there is a complaints procedure which will be followed.
- 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

- A complaint should be resolved, where possible, in the first instance 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 Chair of the Board of Trustees within three working days.
- On receiving the complaint it must be recorded in the complaints log. If it has not already been resolved, the Chair 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 formally acknowledged by the person handling the complaint within 2 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 ten working days. 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 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 be reviewed at Board level. At this stage, the complaint will be passed for investigation/review to the Chair of the Board of Trustees.
- The request for Board level review should be acknowledged within five working days of receipt. 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 progress.
- Ideally complainants should receive a definitive reply within twenty working days of escalation to Stage 2. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent to the complainant 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 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.

Complaint Resolution

a) Complaint is upheld - the complaint is justified in full or in part and the organisation needs to take remedial action

b) Complaint not upheld – the organisation acted in accordance with its standard operating policies and procedures and that these are in accordance with legal requirement and industry best practice.

c) Complaint not upheld, as in b) above, but there are lessons for the organisation.

d) Complaint partially upheld and explanation provided as in a) b) and c) above.

Variation of the Complaints Procedure

The Trust may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example.