



Holloway Neighbourhood Group

Complaints Policy

1. INTRODUCTION :

- 1.1 Holloway Neighbourhood Group (HNG) aims to provide high quality services that meet your needs ; in order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.
- 1.2 By making a complaint HNG recognises that you are telling us about something that you do not like ; as such, making a complaint is a good way of letting us know what is wrong and suggesting to us what we need to do or change to make things better.
- 1.3 If a complaint is made to HNG, we will ensure that the following happens :-
 - we will take the complaint seriously
 - we will take the time required to make sure that we understand what the problem is, but we shall deal with your complaint as quickly as possible
 - we shall make every effort to deal with your complaint within the timescales shown

2. HOW TO MAKE A COMPLAINT : FIRST STAGE :

- 2.1 If you are unhappy about any HNG service, please speak to the relevant staff member or centre manager.
- 2.2 If you are unhappy with an individual in HNG sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then please speak to the staff member's manager.
- 2.3 You can do this in person, by phone or in writing and a record of the conversation will be kept on our complaints monitoring sheet.
- 2.4 When we give you the outcome of the complaint we will also tell you about the action we will be taking, if necessary, to prevent future instances
- 2.5 At the same time, we will provide details of how you can take your complaint to the next stage, if you are not happy with the way in which it has been handled at the first stage.
- 2.6 At the first stage we will make all possible attempts to resolve the complaint on the same day, however if the matter is more complicated, we will give you at least an initial response within five working days.

3. STAGE 2 :

- 3.1 If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive :-

Lucy Bingham : Chief Executive
Holloway Neighbourhood Group
Old Fire Station, 84 Mayton Street, London N7 6QT
T : (020) 7607 9794
E : lucy@hng.org.uk

- 3.2 If your complaint is about the Chief Executive, please call or write to the Chair of the Board of Trustees :-

Chair of Trustees
Holloway Neighbourhood Group
Old Fire Station, 84 Mayton Street, London N7 6QT
T : (020) 7607 9794

- 3.3 All verbal / written complaints will be logged and you will receive a written acknowledgement within five working days.
- 3.4 The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with.
- 3.5 If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

4. STAGE 3 :

- 4.1 The Chief Executive will address the complaint at Stage 2 and may consult with the Board of Trustees to reach a resolution
- 4.2 However, if after we have responded you are not satisfied, please write to the Chair of the Board of Trustees who will report the matter to the next Trustees' Meeting and initiate Stage 3, which will decide on any further steps to resolve the situation.
- 4.3 The decision at Stage 3 will be final

5. RECORDING AND MONITORING OF COMPLAINTS :

- 5.1 All complaints will be recorded and kept on file as a commitment to improving or developing policies / procedures to ensure that the same set of circumstances that led to your complaint cannot happen again, and evidence that this has been done.
- 5.2 A summary of the complaints received within a calendar year will be submitted to the Board each year for review and analysis.

6. TAKING IT FURTHER:

- 6.1 Please seek advice from the Charities Commission if you are not satisfied with the way HNG has handled your complaint :-

www.gov.uk/complain-about-charity

For Office Use Only:

Reviewed : October 2018

Next Review Date : October 2022 or upon changes in legislation,
whichever is sooner