



**POTTERS
FIELDS PARK**

POTTERS FIELDS PARK MANAGEMENT TRUST Complaints Policy and Procedure

Potters Fields Park Management Trust ('the Trust' or 'PPMPT') wants to resolve any complaint as quickly as possible and has created the guidelines below to assist you in this process.

Contents

1. Our standards for handling complaints
2. How to make a complaint
3. What happens after a complaint is submitted
4. Confidentiality
5. If you remain dissatisfied

1. Our standards for handling complaints

Potters Fields Park Management Trust is committed to providing a high-quality service to everyone we deal with. In order to do this, we need you to give us any comments about our service and to tell us when we get things wrong.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard of service we provide, including the event organisers we work with on the Park
- The conduct of our staff, including the event organisers' staff we work with on the Park
- Any action or lack of action by staff (including the event organisers' staff we work with on the Park) affecting an individual or group.

Our complaints policy does not cover:

- Matters that have already been fully investigated through this complaint procedure
- Matters concerning areas or premises adjoining Potters Fields Park or St. John's Churchyard, including but not limited to: One Tower Bridge residence and businesses, More London Estate, Fair Street and Shad Thames.
- Anonymous complaints
- Vexatious complaints (defined as persistent contact from a complainant which is inappropriate and/or not in line with this policy)
- Matters which are outside the Trust's remit or control (e.g. criminal activity which should be reported directly to the police)

2. How to make a complaint

In the first instance, we will always try to resolve any complaint informally by discussing the issues with you and reaching a mutually satisfactory resolution. However, should you wish to escalate your complaint, you can do so in two ways:

E-mail: info@pottersfields.co.uk

Post to: Potters Fields Parks Management Trust
Tanner Place, 54-58 Tanner Street
London
SE1 3PH

Under this policy, we will not respond directly to complaints made solely via social media (including, but not limited to, Twitter, Facebook, Instagram); direct contact must be made via post or email as above.

It will help us to resolve your complaint quickly if you:

- State that you are making a complaint in line with our procedure
- Provide as much clear detail as possible, including any documents, correspondence or photographs

3. Confidentiality

All communication relating to complaints will be treated confidentially and details will only be disclosed to those directly concerned with the matters raised, except where express consent has been given to communicate with third parties.

Records of any complaints will be kept on file only for an appropriate length of time and will then be deleted/destroyed in accordance with our Data Protection Policy and current legislation.

4. What happens after a complaint is submitted

In the first instance, your complaint will be considered by the Chief Executive.

We treat all complaints seriously. You will be treated with courtesy and fairness at all times and we expect that that you will be courteous and fair in your dealings with our staff at all times. The Trust does not tolerate any harassment or abuse in any form – physical or verbal - directed towards its staff and contractors.

We will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 5 working days and aim to send you a full reply within 20 working days of receipt. If we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full.

We aim to resolve all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay, and the new deadline. Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

5. If you remain dissatisfied

If you are dissatisfied with this response you may request a Complaint Review by Potters Fields Parks Management Trust's Board of Directors. Your request should be sent to the same email address and/or postal address, but with the additional reference "PFPMT BoD Complaint Review". Your request will then be forwarded to the Chair of the Board of Directors for review.

We will again deal with your complaint promptly, acknowledging receipt of a written complaint review within 5 working days and aim to send you a full reply within 20 working days of receipt. If we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full.

The decision of the Board of Directors is final, and no further correspondence about the same complaint will be entered into, unless material new information comes to light.

Potters Fields Park Management Trust
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