



Complaints Policy and Procedure

Approved by Board of Trustees: June 26th 2018

Lead Staff Member: Jackie Rosenberg

PDT's Policy and Procedure for dealing with complaints

PDT is committed to handling any complaints about the organisation or members of staff in a speedy and effective manner.

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implications for your dealings with our organisation.
- We will apologise for any mistake, explain what happened and put it right where ever possible.
- We will change the way we do things to avoid making the same mistake in the future.

COMPLAINTS PROCEDURE:

Our complaints procedure is designed to be as simple as possible so that concerns can be addressed quickly and resolved to the satisfaction of the complainant.

Informal Stage:

If you are dissatisfied with any aspect of your dealings with PDT or PDT staff, please express this to the person with whom you are dealing who will try to help.

If you prefer, please ask to speak to their line-manger who will aim to resolve any difficulties as quickly and efficiently as possible.

Stage 1:

If you are not satisfied with the response you received at the informal stage, you should address your complaint in writing to the relevant line-manager or the Deputy Chief Executive – the latter may be more appropriate where you have spoken to the line manager at the informal stage. Details of all PDT managers can be obtained from the PDT web-site at www.pdt.org.uk or by contacting the Deputy Chief Executive by writing to PDT, Unit 122, Great Western Studios, 65 Alfred Road, London W2 5EU.

Your letter of complaint will be acknowledged within 3 working days of receipt and you will normally receive a full response within 10 working days.

If your complaint involves the Deputy Chief Executive, Stage 1 will be handled by the Chief Executive.

If your complaint involves the Chief Executive, Stage 1 will be handled by an independent adviser.

Stage 2:

Should you still not be satisfied with the response to your complaint, you should address this in writing to the Chief Executive of Paddington Development Trust – in writing to PDT, Unit 122, Great Western Studios, 65 Alfred Road, London W2 5EU.

If your complaint involves the Deputy Chief Executive or Chief Executive, Stage 2 will be handled by the Chair of the Trustees of PDT at the address above.

Your letter will be acknowledged within 3 working days of receipt and you will receive a full and final response following a detailed investigation within 15 working days.