



Customer Complaints Policy Summary

We aim to:

- provide a fair complaints procedure which is clear and easy to use;
- publish the complaints procedure so that people know how to make a complaint;
- respond to all complaints in a timely manner and investigate them appropriately and fairly;
- resolve complaints and repair relationships, wherever possible;
- gather information and take action when necessary to help us to improve;
- handle all complaints and complaint information sensitively, telling only those who need to know, following principles of relevant data protection legislation;
- ensure everyone at Alexandra Palace knows what to do if a complaint is received.

Complaints handling

To ensure they are appropriately recorded and handled; all complaints are to go through the Visitor Services Team.

A Visitor Services Assistant (VSA) will:

- log all complaints;
- respond to low level complaints within 72 hours;
- tell the complainant what will happen next and give an indication of timescale;
- make the complainant aware of this complaints policy.

If a complaint cannot be resolved within 72 hours a response acknowledging this will be sent by the VSA with a deadline for response (within a 4-week period).

- acknowledge complaints within five working days
- tell the complainant what will happen next and give an indication of timescale
- make the complainant aware of our complaints policy

Making a Complaint

We encourage the swift reporting of dissatisfaction, whilst a customer is on site, to the staff at the facility being used or at one of the designated receptions 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 'Feedback' at Alexandra Park & Palace Charitable Trust, Alexandra Palace Way, Wood Green, London N22 7AY

or by e-mail to Visitor.Services@alexandrapalace.com

or by telephone 020 8365 2121

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 Palace or the Parkland)
- 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.

For a copy of our full Complaints Policy or our Whistleblowing Policy please contact CharitySecretary@alexandrapalace.com

We cannot guarantee that complaints made via social media will be seen and responded to within the timescales set out in this policy.

Formal complaints procedure

Stage 1

If the complainant is not satisfied with the VSA's handling of the complaint, the complaint will be escalated to the Visitor Services Supervisor and if the complaint is still not resolved it will be escalated to the Visitor Services Manager/ Assistant Visitor Services Manager and subsequently the Head of Visitor Services.

The Head of Visitor Services will conclude or escalate the complaint.

Stage 2

Where complaints are recurring or particularly sensitive, the Head of Visitor Services may assess whether the issue warrants escalation to Executive Leadership Team members to identify and implement actions to prevent future complaints.

The scope of stage two is to establish if the:

- process was undertaken in accordance with the complaints policy;
- process was appropriately thorough;
- evidence supported the conclusions reached.

This may involve reviewing the paperwork and speaking with the individuals who dealt with the complaint at level one. No new evidence should be submitted at this stage.

Stage 3

Where a complaint is recurring, the Head of Visitor Services may escalate it to the Chief Executive or an Alexandra Palace Board Member.

At this stage, the complaint will be passed to the CEO or the Chair of the Alexandra Park & Palace Charitable Trustee Board. The Chair may undertake the review themselves or delegate to another board member of Alexandra Palace.

The aim of stage three is to review the process followed at stage two and may involve reviewing paperwork and speaking with individuals involved at stages one and two.

No new evidence should be submitted at this stage.

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 Head of Visitor Services may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example.