



COMBINED COMPLAINTS POLICY AND PROCEDURE

We aim to:

- provide a fair, clear and easy-to-use complaints process
- ensure customers know how to make a complaint
- respond promptly and investigate complaints fairly
- resolve issues and restore relationships wherever possible
- learn from feedback and improve our services
- handle complaints sensitively and in-line with data protection requirements
- ensure our teams understand how to respond to complaints

How complaints are handled:

All complaints are managed through our Visitor Services team to ensure they are properly recorded and followed up.

A Visitor Services Assistant will:

- log the complaint
- respond to complaints within 72 hours
- explain what will happen next and expected timescales

If a complaint cannot be resolved within 72 hours, we will acknowledge this and provide a response timeframe (within four weeks).

How to make a complaint:

We encourage visitors to raise concerns at the time, where possible, so we can quickly put things right.

If this is not possible, or you are not satisfied with the response, you can contact us:

- by post: Feedback, Alexandra Park & Palace Charitable Trust, Alexandra Palace Way, London N22 7AY
- by email: visitor.services@alexandrapalace.com
- by phone: 020 8365 4343

When submitting a complaint, please include:

- what happened (including date, time and location of the incident)
- why you are making the complaint
- what outcome you are seeking
- your contact details (full name, email address and contact phone number)
- preferred method of contact
- if appropriate please include any supporting documents, where relevant

Please note that complaints made via social media may not be responded to within the timescales set out above.

Formal complaints process:

Stage 1

If you are not satisfied, your complaint will be escalated through the Visitor Services team, Visitor Service Supervisor and subsequently to the Head of Visitor Services, who will seek to resolve it or determine next steps.

Stage 2

For more complex or recurring complaints, a further review may be carried out by senior management and Executive Leadership Team to ensure:

- the process has been followed correctly in line with the complaints policy
- the process was thorough
- conclusions are supported by the evidence

Stage 3

Where appropriate, complaints may be referred to the Chief Executive or the Chair of the Alexandra Park & Pace Charitable Trust Board. The Chair may undertake the review themselves or delegate to another Trustee board member.

Compliant Resolution

Complaints may be:

- (1) upheld with appropriate action taken
- (2) not upheld, where processes have been followed correctly; or
- (3) not upheld, but with lessons identified to improve our services
- (4) Partially upheld and explanation provided as per (2) and (3)

Variation

The Head of Visitor Services may vary the procedure where appropriate.

The Head of Visitor Services is permitted to conclude complaints at any stage if they feel it is appropriate to do so and resolution has been reached.