



MAKING A COMPLAINT TO THE CHARITY



Summary

Urban Community Projects works incredibly hard to ensure that things are done right the first time round, but sometimes we get it wrong. For this reason, a Complaints Policy was created to show our commitment in dealing with complaints in an appropriate and timely manner.

Purpose

The purpose of this Policy is to evidence our commitment to resolving complaints in an orderly fashion and for all staff and members of the public to be made aware of this Policy and how we handle complaints.

Contents

Complaints procedure
Investigating a complaint
Escalating a complaint

COMPLAINTS PROCEDURE

Users, staff and the public are encouraged to contact the Chief Executive Officer to lodge their complaint. Complaints can be lodged either by email using the info@urbqncommunityprojects.org.uk email address or by using the contact form on the “Contact Us” section of Urban Community Projects website (please ensure that your message is marked as Complaint), or by writing to:

Urban Community Project, 13 Stratford Villas,
Camden, London NW1 9SJ.

COMPLAINTS PROCEDURE

It is vital that the complainant provides the following information when lodging their complaint:

- Name and contact details
- Employer details (if relevant)
- A daytime telephone number
- Details of the complaint
- What you would like us to do to resolve your complaint

INVESTIGATING A COMPLAINT

The Chief Executive Officer or a member of the Board will investigate the complaint and will look to resolve your complaint quickly and fairly.

An acknowledgement of the complaint will be made to the complainant within 5 working days and the complainant will receive a full written response within 14 working days.

If longer is required to respond because of the complexity of the complaint, the complainant will be informed. It is the aim of Urban Community Projects to resolve the complaint to complete satisfaction at this level. However, in the event that the complaint remains unresolved following an investigation by the Chief Executive Officer, the complaint can be escalated to the Board.



ESCALATING A COMPLAINT

If the complaint is still unsatisfied after it has been escalated and investigated by Board and in the unlikely event that it has not been possible to resolve the complaint, it is recommended that the complainant contact the Charity Commission depending on the nature of the complaint.

If the complaint falls within the remit of the General Data Protection Regulations (GDPR) or is Data Protection related, then investigation of the complaint will lie with the Data Protection Manager, which is the Chief Executive Officer and complainants will be encouraged to use the procedure noted within this policy.

Following this, if the complainant remains unsatisfied, they can escalate their complaint to the Information Commissioner's Office (ICO).



STAY CONNECTED

BOARD OF TRUSTEES

MAILING ADDRESS

C/O: Urban Community Projects,
13 Stratford Villas,
Camden,
London NW1 9SJ

EMAIL ADDRESS

info@urbancommunityprojects.org.uk