

# CUSTOMER COMPLAINTS POLICY



## OUR COMPLAINTS POLICY

Ashford Place is committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us with the details.

## HOW TO COMPLAIN

Complaints about our service will be dealt with confidentially. They can be reported by email, in writing, by phone or text.

- **By phone or text**

Please call or text our Customer Service Manager on **07398 741662**

- **By email**

To provide feedback on any part of Ashford Place's service, please email **info@ashfordplace.org.uk**

- **Web portal**

**Chat with us** on our website **www.ashfordplace.org.uk**

- **In writing**

Complaints should be addressed to:

**Customer Service Manager  
Ashford Place  
60 Ashford Road  
London  
NW2 6TU**

## WHAT WE NEED TO KNOW

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- The date and time the problem occurred
- Who was involved
- A clear description of the complaint and what you would like us to do to sort things out.
- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
- Your full contact details, including address, telephone number and email address if you have one.

## WHAT WILL HAPPEN NEXT

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our Service Directors, who will review the matter and speak to anyone else involved in the complaint. Where the complaint involves a Service Director, the complaint will be passed directly to the Chief Executive Officer.
3. Within 7 days of acknowledging receipt of the complaint, the Service Director responsible will then invite you to a meeting to discuss, and hopefully resolve your complaint.

4. Within 3 days of the meeting, the Service Director who handled your complaint will write to you to confirm the content of the discussion that took place and any solutions that have been agreed with you.
5. If you do not want a meeting, or it is not possible, the Service Director responsible for your complaint will send you a detailed written reply to your complaint, including any suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, then you should complain in writing to the Chief Executive Officer for a review – forwarding the original complaint and detailing why you are dissatisfied with our response.
7. We will write to you within 7 days of receiving your request for a review, confirming our position on your complaint and explaining our reasons.
8. If you are still not satisfied, you may request that your complaint be forwarded to the Chair of the Board of Trustees. The Chair will contact you within 7 days of receiving your complaint in order to discuss and hopefully resolve the complaint. Within 14 days of that discussion, the Chair will write to you confirming our final position on your complaint. This marks the end of our complaints procedure.
9. Customer complaints are monitored by the relevant service director, reviewed annually by Senior Management Team and reported annually to the Board of Trustees.

If we have to change any of the timescales above, we will let you know and explain why.

#### Appendix 1: Customer Complaints Form

### **Data Protection**

Any details / information given on this form is confidential and covered by General Data Protection Regulation GDPR. This information may be stored in both computer and hard copy form. It will be held securely and only accessed by authorised personnel. This data will be retained no more than five years and it will be removed from our storage.

# CUSTOMER COMPLAINTS FORM



In order for us to investigate your complaint fully, please give as much detail as possible when completing this form.

## DETAILS OF THE PERSON MAKING THE COMPLAINT

Name	
Telephone number	
Email Address	
Postal Address	

## COMPLAINT DETAILS

Date & Time problem occurred	
Names of those involved	
Exact nature of the problem	
What would you like Ashford Place to do about the problem?	
Have you complained about this issue before	Yes                      No
If so, please give details of when, to whom and what the outcome was	

**ACTION TAKEN BY**

Date Complaint Received			
Received by			
Complaint received	In Person By email	By Telephone Letter	
Complaint passed to			
Complaint acknowledged (letter sent within 3 days of receipt, along with copy of complaints procedure)	Date  By		
Notes from Investigation			
Invited to meeting (within 7 days of acknowledgement) Or If no meeting – Ashford Place response sent (within 14 days of acknowledgement)	Telephoned  Date of Meeting:  Time of Meeting:	E-mailed   	Written   
Outcome of meeting			
Complainant notified of outcome (within 3 days of meeting. If no meeting, then within 14 days of receiving complaint)	Telephoned  Date	Emailed  	Written  

**ESCALATION**

Date Complaint Escalated (Review Requested)		
Received by		
Complaint received	In Person By email	By Telephone Letter
Complaint passed to		
Notes from further investigation		
Final response (letter sent within 14 days of escalation)	Date  By	