

## **Friends of Hillside Gardens Park and Palace Road Nature Gardens Complaints Procedure**

### **How to make a complaint**

If you have a complaint about the operation of the Park, you are welcome to let us know but ultimately this is the responsibility of Lambeth Council. If you have a complaint relating to the Friends of Hillside Gardens Park and Palace Road Nature Gardens you should address this to the Secretary. You can contact us by emailing to **friendsofhillsidepark.com** or via **Facebook messenger**.

When you write to us let us know what has happened, when it happened, and how you would like to see it resolved.

### **What we will do on receiving your complaint**

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff and volunteers. Nearly all officers of the Friends are volunteers. Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints. We do not deal with matters for which the Charity is not directly responsible unless it involves a safeguarding issue.

### **Complaint response times**

- We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.
- You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.
- Where a more in-depth investigation is needed, we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

### **What constitutes a legitimate complaint?**

We regard a legitimate complaint as any expression of dissatisfaction with any aspect Hillside Gardens Park and Palace Road Nature Garden which is under the control of the Charity, its staff or volunteers. Any complaint related to the operation of the Park or Nature Garden which is not under the control of the Charity should be directed to Lambeth Council. You are welcome to flag problems to the Friends so that we can also take up the issue with Lambeth Council.

### **What if our response does not satisfy you?**

Ultimately, you have recourse to the online complaint form at the Charity Commission [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)