



Tramshed Public Complaints Policy

General Statement

Tramshed aims to maintain a high standard in all its work and we welcome feedback from our customers (including members and audiences) and the public. If you feel we have not met the high standards we set for ourselves we would value and take seriously any feedback you provide.

This Complaints Policy is for use by any member of the public who has a complaint about the activities of Tramshed.

We will deal with any complaint promptly, thoroughly and, impartially. All complaints will be dealt with in strict confidence. If you provide your personal details, these will be kept fully confidential and only be shown to the relevant people involved in assessing the complaint where absolutely necessary.

This procedure is not for use by Tramshed staff for internal staff complaints. In such circumstances staff must contact their line manager in the first instance, or, if the complaint relates to their line manager to then contact the next senior manager or the Chair of the Board.

Complaints covered A complaint is an expression of dissatisfaction from an individual, whether justified or not. A complaint can only relate to the work of the Tramshed. This procedure is to be used for those complaints or issues where a previous informal approach to Tramshed staff within the relevant department has not been answered or where you believe it has not been reviewed fully.

You can make a complaint about our work, if you feel we have not met your expectations.

For example if we:

- fail to respond to your enquiries
- fail to achieve appropriate standards, or quality of service
- delay in providing a service

Please help us by making any complaint promptly, no later than one month after the event leading to the complaint or your becoming aware of a cause for complaint. However, each case will be judged individually and if you complain after this period, the Tramshed's Chief Executive will decide whether the complaint will be investigated further.

Complaints procedure The process we follow in relation to complaints is set out below. When you have a complaint please contact us by phone, email or letter.

- a) Please provide us with as much information as possible, in particular:-
- the reason for your complaint
 - where and when the cause for complaint arose
 - the name or role of anyone involved (if known)
 - what outcome you are hoping for
 - your contact details

Please contact the appropriate departmental manager in the first instance to investigate your complaint – see below

1. Executive Director – Bethan Tomlinson

bethan@tramshed.org

2. Participation Programme – Jeremy James (CEO)

jeremy@tramshed.org

3. Premises Management – Lauris Melbārdis

lauris@tramshed.org

All the above can be reached on Tel: 020 8854 1316

Alternatively, if writing to us you can send your letter to:-
[Departmental Manager], Tramshed, 51-53 Woolwich
New Road, London SE18 6ES

- b) All complaints and responses will be reviewed by the Senior Manager responsible and the Chief Executive
- c) All complaints will be logged in a central register including the date, nature of complaint and person investigating this at Tramshed together with a summary of the outcome. The statistics / outcomes will be provided to the Board of Tramshed (who are trustees of our Charity) once a year at the first meeting of each calendar year.
- d) We will try to resolve the problem as quickly as possible and will acknowledge and respond within 10 working days. If this is not possible because, for example, we need to investigate further, provided we have your contact details we will acknowledge your complaint in a maximum of 5 working days and provide a date by which we will provide a full response, not usually more than 28 working days. We will provide the name of the staff member dealing with the complaint. The department involved will always provide a written

(either email or letter) reply to your complaint with the result of their investigations.

- e) If, for any reason, you are not happy with the way we have dealt with your complaint, you can bring this to the attention of Tramshed's Chief Executive. Please write or email (jeremy@tramshed.org) with details of the complaint, explaining why you are not satisfied with our response and how you consider we should put matters right. The CEO will acknowledge this within 4 working days and undertake a further investigation of the complaint with a formal response provided within one calendar month.
- f) If you remain unhappy with the response you receive, as a final stage in this Complaints Procedure or your complaint is specifically concerning the CEO you may address your complaint in writing to the Chair of the Board of Tramshed. He or she will then consider the complaint and you will receive a full written response within 14 working days of escalating the complaint.
- g) If your complaint relates to the conduct of the Tramshed's charitable work, you may wish to contact the Charity Commission directly
[www.charitycommission.gov.uk/About_us/Complainin
g/Complaint_about_a_charity](http://www.charitycommission.gov.uk/About_us/Complainin_g/Complaint_about_a_charity)