



Calthorpe Project

Customer Care and Complaints Policy

Our Commitment to You

The Calthorpe Project aims to provide a courteous and helpful service to our service users. The Calthorpe Project is a registered charity, which has maintained these community gardens for local residents for 30 years, on land this is owned by the London Borough of Camden, and is funded by a variety of means, notably by trusts which change over the years. The Calthorpe Project endeavours to do its best in meeting the needs of the whole community, whatever their background, age and abilities, while also caring for our environment. Its members welcome any positive action that will help them to continue this work.

We will work with you, to involve, inform and give you fair and equal access to information and services.

We aim to deliver a consistent and high standard of customer care and will:

- treat you politely and with respect
- be friendly and approachable
- listen to what you have to say
- respect your right to confidentiality
- be open and accountable
- give you the information you need about our services
- value and respect the diversity of our customers and try to meet the needs of customers with specific requirements
- work in partnership with other organisations and communities to improve our services
- learn from your compliments, comments and complaints

What We Expect from You

The Calthorpe Project has respect for all its customers and in return we expect you to:

- treat staff and service users politely and with respect
- not use aggressive behaviour or inappropriate language, as this will not be tolerated

Compliments, Comments and Complaints

Our aim is to provide all our customers with good quality services and wherever possible deal with your concerns as they arise.

You can inform us of your compliment, comment or complaint to tell us where we've got things right, help us improve services and sort things out if they've gone wrong.

We are keen to deal with any problems as soon as they arise and have the following complaints procedure intended to help deal quickly and effectively with any issues. People are encouraged to raise problems and concerns through this procedure, which will be dealt with seriously and as promptly as possible.

If you have any concerns, complaints, suggestions etc., please contact someone in the following way:

1. For minor concerns or suggestions contact one of the staff members responsible for that area of work

Director: **Louise Gates**

Volunteer Manager: **Gaven Duffy**

Early Years Manager: **Teresa Molano**

Food Growing Co-ordinator for Children: **Ewa Matusiak**

Food Growing Co-ordinator for Older People: **Mila Campoy**

Admin/Finance Manager: **Sheila Njoku**

Sports Development Manager: **Ray Ansah-Adjapong**

Bookings & Spaces Manager: **Shirley Jacobs**

Weekend Children's Play: **Michele Galasiak & Niki Barnett-Henry**

2. For more serious complaints contact the Director, **Louise Gates**. We ask that all complaints are made in writing.
3. If it involves the Director, or she has not been able to deal with your complaint satisfactorily, please write to the Chair of Trustees, at the address below. You will receive a reply within 2 weeks.
4. If a dispute or grievance cannot be settled at Board level, it shall be referred to the Advisor, Conciliation and Arbitration Service (ACAS).

The Calthorpe Project
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