

Complaints Policy and Procedure



Union Chapel as a whole is committed to providing a quality service for all its users. We aim to work in an open, accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, customers, volunteers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right. We take complaints about our work, staff and levels of service very seriously.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible.
To make a complaint please contact the relevant department:
events@unionchapel.org.uk | 020 7226 1686 (Monday - Friday, 9am - 5.30pm)
margins@unionchapel.org.uk | 020 7704 9050 (Monday - Friday, 9am - 5.30pm)
church@unionchapel.org.uk | 0207 359 4019 (Sunday - Thursday, hours vary)
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We will deal with it promptly, politely and, when appropriate, confidentially
- We will respond in the right way - for example, with an explanation, or an apology where we have got things wrong and provide information on any action taken
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- We recognise that many concerns will be raised informally, and dealt with quickly. We will keep a record of any informal complaints that cannot be dealt with then and there and treat them seriously.

What information we need from you if you wish to make a complaint:

- Your contact details
- A clear, detailed description of what the complaint is about
- Copies of any letters or emails related to the complaint

When you've made your complaint, we will:

Communicate with you – we will let you know that we've received it. We aim to respond to complaints within 5 working days. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

Investigate your complaint - looking at whether your questions were answered, whether you suffered any injustice or hardship, and what remedy would be fair and proportionate in the circumstances.

If the problem is still unresolved, you can make a formal complaint in writing to:

Chair Union Chapel Project Board of Directors

Union Chapel Project
19b Compton Terrace
Islington
London
N1 2UN