



Policy Name:	COMPLAINTS PROCEDURE		
Version/ date of issue:	Version 1 – issued May 2018	Reviewed by:	Kal Webb, Development Manager
Last reviewed:	May 2022	Next review due	May 2024

Policy Statement

The Pirate Castle is committed to delivering high quality services to individuals, organisations and businesses at all times. However, we recognise that there may be occasions when clients may feel that the quality or level of service received has been less than they could reasonably expect.

The Pirate Castle encourages feedback from service users. We're always delighted to hear when things have gone well, but equally want to hear if something has gone wrong to help us develop, refine and improve our services. This Complaints Procedure is an integral part of the feedback and continual improvement process.

1. Complaints Procedure

Although we aim to provide consistently high-quality services, The Pirate Castle recognises that sometimes things go wrong, or mistakes are made. We also want to make sure that arising issues and / or complaints are dealt with promptly and effectively.

If you are not happy with the quality of service you have received from us, we would like to hear about it. We welcome your feedback to help maintain the high-quality of our services and support their continual improvement.

2. How do I complain?

If you are unhappy with the service(s) you have received from us and / or the actions of our staff and wish to make a complaint, you can choose to do this informally or formally.

3. Informal Complaints

You can let us know if you are unhappy about a service and / or the actions of a staff member by talking about the issue with the staff member involved directly. and / or The Pirate Castle's General Manager, Tim Molloy.

Following the discussion, the member of staff may be able to resolve the issue straight away. If this is not possible, The Pirate Castle will give you a response within seven working days.

If the matter is not resolved to your satisfaction following discussion with the member of staff or the General Manager, then you can choose to make a formal complaint.

4. Formal Complaints

If you wish to make a formal complaint, please put your complaint in writing to The Pirate Castle's General Manager, Tim Molloy. You can do this by email to tim@thepiratecastle.org or by writing to him at The Pirate Castle, Gilbey's Wharf, Oval Road, London, NW1 7EA.

If you do not put your complaint in writing, or you require assistance with writing the complaint, you can ask the member of staff receiving the complaint to record it and agree the wording / content with you before formally submitting it to The Pirate Castle's General Manager.

Stage 1

The General Manager will formally acknowledge receipt of your complaint, normally within 7 working days. He will also provide information about how your complaint will be dealt with, such as: what will happen, who will look into your complaint (this will usually be the General Manager unless the complaint relates to him) and the timescale for this. You will also be asked what you would like to happen as a result of your complaint.

The circumstances of the complaint will then be investigated. This may involve further discussion with you.

Once the investigation has been completed, The Pirate Castle will formally record its findings and any arising recommendations / corrective actions to resolve the complaint. We will then provide you with the results of the investigation and arising actions in writing, within 28 days of the complaint being made. If this timescale is not possible, we will provide an explanation for the delay.

Stage 2

In the event that you are not satisfied with the results of the investigation or proposed corrective actions, you can request the matter to be referred to The Pirate Castle's Trustee Board for review by writing to our Chairperson, Ms. Georgina Rowley, via email to info@thepiratecastle.org or by letter to The Pirate Castle at the address above.

This request must be marked 'private and confidential' and made within 21 days of the Stage 1 response date. It should include an explanation about why you are dissatisfied with the outcome of the Stage 1 investigation.

The Chairperson will then review the matter with The Pirate Castle's Trustees within 28 days of receiving your Stage 2 request. You will have the right to attend the review meeting to put forward your case, either in person or through a representative.

The Trustees will review the circumstances relating to the original complaint, including the Stage 1 investigation and resolution proposals. Their decision will be communicated to you within 7 working days of the Stage 2 review meeting. The decision of the Trustee review panel will be final.

5. Confidentiality

We will process any personal data you provide to us in relation to your complaint in accordance with our [Data Privacy Notice](#). Additionally, all of the information gathered in relation to your complaint will be handled confidentially and discussed only with parties immediately concerned.

6. Monitoring

The Pirate Castle will record and monitor all formal complaints, including the nature of complaints, response times, actions taken and outcomes. These will be monitored in relation to satisfaction levels, the continuous improvement of services and staff training.

The Pirate Castle's Trustee Board receives annual reports on formal complaints and their resolution, including any service improvements arising from the complaints process.