

Complaints policy and procedure

1. We regard a complaint as any expression of dissatisfaction about our action or lack of action.
2. To complain please contact the Secretary via contact@crystalpalaceclt.org and tell us:
 - as much as you can about the complaint
 - how you want us to resolve the matter
 - your name, address and email address (this will be kept confidential)
3. We will acknowledge your complaint on receipt and will respond fully within two weeks.
4. If you are not happy with this response then you should contact the Secretary again and explain why you are still dissatisfied. They will arrange for two other members of the Crystal Palace Community Land Trust to look again at your complaint. They will respond to you within three weeks.
5. At this stage if you are still dissatisfied with our response then you can contact the local MP or Ward Councillor for their view.
6. We want to make sure that our services are fair to everybody so once your complaint is completed we will contact you again to ask you to complete a short survey.
7. The Secretary will report to our Board each year on the complaints we have received and how they were resolved. This report will not identify individual complainants.