

## Complaints Policy

CPotential aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with the service you have received at CPotential.

We encourage problems to be resolved informally wherever possible. If you do need to raise a formal complaint we aim to ensure that your concerns are dealt with quickly, fully and fairly, as laid out within the time frame below.

Please note this policy does not apply to current or former employees regarding employment matters. Please contact the Centre Administrator for a copy of the relevant policy.

### Complaints Procedure - informal

If you are unhappy about any of our services, please speak to the relevant staff member first. If you are unhappy with an individual at CPotential sometimes it is best to tell them directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Centre Administrator, who will ensure that your complaint is passed onto the relevant manager.

If you are not happy with any other aspect of CPotential's services please give the details of your complaint to the Centre Administrator, who will pass on the complaint to the appropriate manager to address. Please aim to include any relevant information such as dates and times and copies of communications.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days. If we need to investigate further, we aim to respond to you within ten working days, either with a resolution or with details of the next steps to be taken.

### Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director of Resources & Enterprise, either by post at CPotential, 143 Coppetts Road, London N10 1JP, or by email at [info@cplondon.org.uk](mailto:info@cplondon.org.uk) . If your complaint is about the Chief Executive, please write to the Chair of the Board of Trustees at the same address.

All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

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