

Complaints Policy

Title	Complaints Policy
Version	2.0
Date of document	17 th January 2024
Last approved	8 December 2020
Owned By	UGN Board of Trustees
Approved by	Compliance Committee (22/01/24) UGN Board (01/02/24)
Review date	January 2026
Application	Urban Green Newcastle customers, members of the public and stakeholders
Linked internal documents	UGN Vexatious Complaints Policy
Key contacts	Please see page 2

Policy Statement

Urban Green Newcastle strive to offer a fair, high quality service to all our customers, members, partners and other interested stakeholders. We welcome and value your feedback so we can improve the services we provide to you. We welcome all forms of feedback which we take seriously and use the information to monitor our performance and adapt our services to meet your needs.

We know, however, that things sometimes don't go according to plan.

Whilst we do everything we can to get things right first time, we understand and respect that on occasion this may not be the case. If this happens, we want to know as soon as possible so that we can put things right. We will listen carefully to complaints and concerns and we will treat them seriously, with courtesy, respect and in confidence.

We may not always be able to resolve your complaint, but we will explain to you why we are taking those actions in a clear way.

We will be responsive to complaints and concerns. The receipt of complaints will be acknowledged within a maximum of five working days. We will aim to address complaints and send out a response within fifteen working days. If this period must be prolonged for any reason the complainant will be notified of the reason for this and given an alternative date for a response. We will operate an accessible complaints process. Complaints and concerns can be submitted by telephone, by email or by letter.

We will always treat all complainants equally regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender or sexual

orientation.

Urban Green Newcastle recognises the complainant's right to:

- Be heard and to submit their complaint or concern formally.
- Know that the Complaints Procedure has been followed.
- Provide all relevant information to support their complaint.
- Receive a response to their complaint.
- Confidentiality.

Urban Green Newcastle will:

- Gather sufficient detail about the complaint to enable a thorough investigation and response to the complaint.
- Place all relevant information before the person instigating the complaint.
- Reserve the right to receive complaints in an appropriate manner.

Threats, threatening behaviour or abuse (written, verbal or physical) are not acceptable and will not be tolerated.

We will use the findings of investigations into complaints to improve our service.

The following procedure is in place to guide us.

Complaints Procedure

We are committed to addressing issues that cause dissatisfaction or complaint at the point that the issue has occurred. Our users and visitors are encouraged to raise the issue directly with a member of staff.

In this way, we will endeavour to resolve the issue immediately and informally. If we cannot address your problem immediately, we will make a record of your complaint and follow the procedure set out below.

Contact us

You can let us have your complaint in any of the following ways:

- By phone: (0191) 814 4574 when we will ask you for your details in order for us to be able to respond.
- By e-mail: You can e-mail us at complaints@urbangreennewcastle.org
- By letter: You can write to us at: Urban Green Newcastle, Ouseburn Parks Visitor Centre, Red Walk, Jesmond Dene, Newcastle upon Tyne, NE7 7BQ

Making a complaint by social media

Urban Green Newcastle invites and encourages participation and discussion about our activity through social media. We will monitor and use this feedback, positive and negative, to inform improvement to our offers and service.

Complaints made via social media will **not** be dealt with through this Complaints Procedure. Those wishing to make a formal complaint should communicate with us directly by phone, email or letter.

Stage 1

We will acknowledge your complaint by email within five working days of receiving it and let you know who will be dealing with it. This will usually be the person delivering the service/function that has caused concern. You should receive a full response within 15 working days. If we cannot provide a response within this time, we will write to you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 2

If you are not satisfied with the response you receive at Stage 1, you should contact us within one month of receiving the reply to your initial complaint. We will acknowledge, within five working days, that we have received your stage 2 complaint and we will ask a Senior Manager to look at it. You should receive a response within 15 working days. If we cannot provide a response within this time, we will write to you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 3

If you are not satisfied with the response you receive at Stage 2, you should contact us within one month of receiving the reply to your initial complaint. We will acknowledge, within five working days, that we have received your stage 3 complaint and we will ask the Director in charge of the service your complaint refers to look at it. You should receive a response within 15 working days. If we cannot provide a response within this time, we will write to you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 4

If you are still not satisfied with the response you receive at Stage 3, you should write directly to the Chair of Trustees of Urban Green Newcastle, who will assign responsibility for a further review to a senior member of staff (with the advice of Urban Green Newcastle Board of Trustees), and will examine the review. You will be notified of the progress and outcome of this final review. If you remain unsatisfied after all four stages have been completed, there is no further right of appeal within Urban Green Newcastle.

Insurance Claims

Any matters regarding insurance claims will be referred to our nominated insurers, and will therefore not be managed through our Complaints Policy.

Legal Claims

The complaints process cannot be used to make any complaint regarding, the outcome or decision, of any legal claim for injury or damages, that has been brought against Urban Green Newcastle.

The Complaints process cannot be used to request documents or information in relation to matters that are the subject of any legal claim you have made, in respect of the same issues.

Any documents or information relevant to a legal claim will be provided within the timescales that govern the normal disclosure rules for civil legal claims.