

Complaints Procedure

Updates:

Previous Update	Jan 2023
Current Update	Feb 2026
Next Update	Feb 2029
Review Cycle	3 Years
Lead Contact	Eleanor Farrow, Visitor Services Manager
Approval by	Audit Committee (via Rep)



Complaints Procedure

Scope of Policy

Please note that this procedure applies to external complaints from members of the public.

This policy and procedure should not be confused with The Place's Whistleblowing Policy, Grievance Procedure or Prevention of Bullying, Harassment and Sexual Misconduct Policy, Student Complaints Policy, Prevent Policy, Freedom of Speech Policy or GDPR Procedures.

Introduction

The Place welcomes feedback from the wider community about the provision of education, services and facilities offered as part of our commitment to enhancing the quality of our provision.

Any complaints by members of the public about either the conduct of a staff or student or services provided by The Place should be reported to the customer.relations@theplace.org.uk email address.

Any verbal complaints received will be reported through the email address above. Complaints received in hard copy (letter or email) or via social media or other alternative forms of communications will also be reported to this email address with scans/photographs/screenshots of the original complaint details provided.

The customer.relations@theplace.org.uk email address will be monitored by the Visitor Services Team in the first instance; complaints will be directed to relevant line managers from there for further action. All complaints received through this channel will be acknowledged within 2 working days of receipt with an explanation of the next steps.

Real Time Complaints

When a real-time complaint (E.g., noise) is made either over the phone or in person this should be directed to our Reception team at Flaxman Terrace or on 020 7121 1000, Reception@theplace.org.uk. Our Reception staff will ask for clarification of what the issue is and where it's happening. They will pass this on to the relevant member of staff, or out of hours, the Duty Manager who will resolve the issue.

Informal Resolution

The complaint will be sent to the relevant departmental line managers who will be the first point of contact for response to complaints and should acknowledge that they have received the complaint within 7 days of the complaint being reported/made. Further actions can then be discussed and negotiated in order to resolve the issue.



If the complaint cannot be resolved by the department line manager, it will be escalated to the formal complaint procedure below. In some cases, where the nature of the complaint is severe, it will automatically be dealt with using the formal complaint procedure below.

Formal Complaint

Complaints of a serious nature, will be considered in the following way:

- The Head of HR or Head of Operations will appoint a Manager to investigate the complaint. The investigating officer on completion of their investigation into the complaint, will write to the member of the public within 10 working days.
- A formal complaint considered under this procedure will result in one of the following outcomes:
 - The complaint is upheld, the investigating officer will write to the complainant explaining this and any actions taken as a result
 - The complaint is not upheld, but the Head of HR or Head of Operations believes the complaint has been investigated fairly in which case the investigating officer will write to the complainant explaining this

There is no further right of appeal.

Data Protection

For information on how The Place processes and stores correspondence sent through to the Customer.Relations@theplace.org.uk email address or relayed to us via a complaint made in another format (i.e. in person or over the phone), please refer to our [Privacy Policy](#).