



258 Harrow Road London W2 5ES Tel: 020 8092 4466

www.pdt.org.uk Email: hello@pdt.org.uk

Compliments and Complaints Policy and Procedure

See also PDTT Complaints and Compliments Policy and Procedure

Approved by Board of Trustees - 2023

**To be reviewed every three years – next review
2026**

Lead Staff Member: Jackie Rosenberg

Lead Trustee: Tim Todhunter

Introduction

We hope that all PDT service users will be satisfied with the services offered by us. Indeed, we often get and welcome thanks and compliments.

However, should anyone accessing our services or having dealings with us, have concerns, we take these very seriously. While most issues that arise can be resolved informally, this policy outlines the steps available if it is felt the issue needs to be taken further.

Compliments

If you wish to provide PDT with some positive feedback, please do email or write to the relevant staff member, line-manager or Chief Executive – graham@pdt.org.uk . We really appreciate your feedback.

Complaints Procedure

PDT is committed to handling any complaints about the organisation or members of staff in a speedy and effective manner.

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implications for your dealings with our organisation.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- We will change the way we do things to avoid making the same mistake in the future.

Our complaints procedure is designed to be as simple as possible so that concerns can be addressed quickly and resolved to the satisfaction of the complainant.

Informal Stage

If you are dissatisfied with any aspect of your dealings with PDT or PDT staff, please express this to the person with whom you are dealing who will try to help.

If you prefer, please ask to speak to their line-manger who will aim to resolve any difficulties as quickly and efficiently as possible.

Stage 1

If you are not satisfied with the response you received at the informal stage, you should address your complaint in writing to the relevant line-manager or a Deputy Chief Executive – the latter may be more appropriate where you have spoken to the line manager at the informal stage. Details of all PDT managers can be obtained from the PDT web-site at www.pdt.org.uk or by contacting a Deputy Chief Executive by writing to jackie@pdt.org.uk or ola@pdt.org.uk.

Your letter of complaint will be acknowledged within 3 working days of receipt, and you will normally receive a full response within 10 working days.

If your complaint involves a Deputy Chief Executive, Stage 1 will be handled by the Chief Executive.

If your complaint involves the Chief Executive, Stage 1 will be handled by an independent adviser.

Stage 2

Should you still not be satisfied with the response to your complaint, you should address this in writing to the Chief Executive of Paddington Development Trust – in writing to graham@pdt.org.uk.

If your complaint involves a Deputy Chief Executive or Chief Executive, Stage 2 will be handled by the Chair of the Trustees of PDT – please write to the Chair of Trustees at The Stowe Centre, 258 Harrow Road, London W2 5ES.

Your letter will be acknowledged within 3 working days of receipt, and you will receive a full and final response following a detailed investigation within 15 working days.