



Compliments and Complaints Policy and Procedure

Approved by Board of Trustees on July 1st 2026

To be reviewed every three years.

Next review 2029

Lead Staff Member: Jackie Rosenberg

Lead Trustee: Robi Dutta

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. All compliments are recorded and shared with the relevant staff. Anonymised compliment data is reported to the Board of Trustees as part of our regular performance review, helping us understand what is working well across our services.

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.

What is a Complaint?

A complaint is any expression of dissatisfaction — whether written, spoken, or made through a third party — about the actions, decisions, or services of Paddington Development Trust or its staff.

Complaints can be made in person, by telephone, in writing, or by email. If you need help putting your complaint in writing, we can assist you.

We ask that complaints are raised within 12 months of the matter arising, or within 12 months of your becoming aware of the matter. We may consider complaints outside this timeframe at our discretion.

You may make a complaint anonymously. However, if we do not know who you are, it may limit our ability to investigate fully or to provide you with a response. We will still consider anonymous complaints and take any appropriate action where we are able to do so.

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-manager 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.

If You Are Still Not Satisfied

If you have exhausted PDT's internal complaints process and remain dissatisfied, you may refer your complaint to an appropriate external body. Relevant bodies include:

- The Charity Commission for England and Wales — you can report a serious concern about a charity at www.gov.uk/complain-about-charity
- The Information Commissioner's Office (ICO) — if your complaint relates to how your personal data has been handled (www.ico.org.uk)

PDT will always cooperate fully with any external investigation.

Accessibility

We are committed to making this complaints' process accessible to everyone. If you need any of the following, please let us know and we will do our best to help:

- This policy or correspondence in an alternative format (for example, large print or audio)
- An interpreter or translation support
- Assistance putting your complaint in writing
- Support from an advocate or representative — you may have someone act on your behalf, provided you give us confirmation that you consent to this

Please contact us at The Stowe Centre, 258 Harrow Road, London W2 5ES or via graham@pdt.org.uk to discuss your needs.

Confidentiality and Data Protection

All complaints will be handled in confidence. Information about your complaint will only be shared with those who need to be involved in investigating and resolving it.

PDT will process personal data collected in connection with complaints in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data will be held securely, used only for the purpose of handling the complaint, and retained only as long as necessary. For more information, please see PDT's Privacy Policy, available on our website at www.pdt.org.uk.

Record Keeping and Learning

All complaints — whether resolved informally or formally — will be logged and tracked by PDT. Records will be retained securely and reviewed regularly.

Anonymised complaint data will be reported to the Board of Trustees at least annually. The Board uses this information to monitor trends, identify systemic issues, and ensure the organisation is meeting its commitments to service users.

We are committed to learning from complaints. Where a complaint identifies a failing in our services or processes, we will take appropriate action to put it right and prevent recurrence.