



Pimlico Toy Library (PTL)
133A Lupus St
London SW1V 3EN
Registered Charity: 1157856
Tel/fax: 020 7834 3356
e-mail: ptlcharity@gmail.com

COMPLAINTS PROCEDURE

Pimlico Toy Library is committed to providing a quality service and is committed to hearing what our users say about the services we offer. One of the ways in which we can continue to improve our service is by listening and responding to these views.

Sometimes a user who makes use of Pimlico Toy Library's services may feel dissatisfied with some aspects of their dealings with us, and when this happens it is important that the issue is dealt with in the most appropriate manner and as quickly as possible.

A complaint might be about, for example:

- The provision of a service
- The way a service user has been treated by a member of staff/volunteer
- An aspect of Pimlico Toy Library's policies

We treat complaints seriously and aim to deal with complaints promptly, politely and where appropriate, informally. We will respond by giving either an explanation, apology where things have gone wrong, and/or information on any action to be taken. The following information sets out how to make a complaint about any aspects of our service.

How do you make a complaint?

A complaint can be made in writing, by telephone, by email or in person. Formal complaints should be submitted to Pimlico Toy Library in writing using the attached form. All formal complaints will be kept on record for six years.

The Complaints Procedure

The best starting point is with the member of staff or volunteer whose actions are the cause of the dissatisfaction, or with the manager responsible for the provision of the PTL service, Maggie Harper. If you explain to a member of staff or volunteer what the problem is, they may be able to provide an immediate explanation or solution.

If the complaint cannot be resolved in an informal way, then a formal complaint should be made as soon as possible.

Complaints will be dealt with quickly and the complainant will be kept informed throughout the progress if there is a prolonged investigation.

What happens next?

- 1) We will reply within seven calendar days from when we receive the complaint, we will at this time let the complainant know when they can expect a full reply and from whom.
- 2) The person dealing with the complaint, will within two weeks of the referral contact the complainant and indicate what action PTL plan to take and the date by which they expect any investigation to be complete. If it cannot be dealt with by this date, the person dealing with the complaint will advise as to the delay and a new date for completion of the investigation will be set.
- 3) The person dealing with the complaint will respond in writing to the complainant when any investigation is complete with details of the outcome. If the complaint is proved we will indicate what the outcome will be.

Anonymous Complaints

PTL recognises that, for whatever reason, users may wish to make anonymous complaints via whatever channel they feel comfortable. Where such complaints are made the details of the complaint will be discussed with the senior co-ordinator and Chair of the Trustees to validate the issue being raised and make appropriate remedial action where relevant. This may include publicly stating a change in PTL's policy documentation or notice on the PTL website where appropriate.

Contact details

If you have a complaint please contact Maggie Harper on 020 7834 3356 or ptlcharity@gmail.com in the first instance.

If your complaint cannot be dealt with informally, please complete and return the attached form.

If, for any reason, it is felt inappropriate to contact Maggie Harper alternatively Max Stanford, the Chair of the Trustees, can be contacted on mtr.stanford@gmail.com.

If, for any reason, it is felt that the complaint cannot be dealt with through the internal formal process please consult the Charities' Commission guidance on charity complaints: <https://www.gov.uk/complain-about-charity>



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COMPLAINT FORM

Full name:

Telephone number:

Email address:

Please set out clearly the reasons for your complaint:

(continue overleaf if necessary)

If you have tried to resolve your complaint informally, please say what you have done and why the outcome was not satisfactory.

(continue overleaf if necessary)

Signature:

Date:

If applicable, please attach any relevant further information or evidence in relation to your complaint.