

Walworth Garden

206 Manor Place, London, SE17 3BN

www.walworthgarden.org.uk

020 7582 2652

[f](#) [t](#) [i](#) @WalworthGarden

Walworth Garden Complaints Policy

We at Walworth Garden hope that you never have reason to complain about the work that we do. If however, you feel you would like to make a complaint, we will make this a simple process.

You may want to complain if

- You think we have not done something we said we would do, or
- You think we have done something badly, or
- You think we have treated you unfairly or discourteously

Sometimes Walworth Garden cannot do all you ask or all that we would like. This may be because of a lack of resources or for other reasons. If, however, something cannot be done to your satisfaction, you deserve an explanation.

Suggestions for improvements are also always welcome

How to complain:

In the first instance, you can make your complaint by email or in writing.

We will aim to respond by email or in writing to all complaints within 28 days detailing what action is being taken or an explanation. Sometimes we will need to investigate to see what went wrong and this can take a little time.

Who to complain to:

1) You should make your complaint to the CEO in the first instance and they will investigate and attempt to resolve it. You can contact the CEO on info@walworthgarden.org.uk or by writing to the address above.

2) If you are not happy with their response, or if your complaint is about the CEO, you can complain to the Chair of Trustees either by email to

chair@walworthgarden.org.uk

Or by addressing a letter to The Chair of Trustees and sending it to the address above.

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