

Enable Leisure & Culture Complaints Procedure

Step 1

Wherever possible we will try to deal with your complaint at the service point involved.

We can usually sort out simple mistakes or misunderstandings straightaway. Your complaint can be submitted in person, online, on the phone or in writing.

Step 2

If you are unhappy with the way your complaint has been dealt with at Step 1, you should contact the Head of the service involved. The Head of Service will investigate your complaint and respond.

Step 3

If you are still unhappy you can write to the Chief Executive Officer, who will look at your complaint independently and make sure it is thoroughly investigated. Please address to:

CEO
Enable
Staff Yard
Battersea Park
SW11 4NJ

The CEO will only investigate your complaint if it has already been investigated under Steps 1 and 2 of the complaints procedure. Sending a complaint directly to the CEO as a first point of complaint may slow down the processing of your complaint. It remains the responsibility of the complainant to consider whether to obtain their own independent/legal advice regarding their complaint.

Our commitment is to deal with all complaints in an efficient and understanding way. To do this we will:

- Take all complaints seriously
- Deal with complaints as quickly as possible
- Send a written acknowledgement to you within 5 working days if we cannot deal with your complaint immediately
- Send you a final written answer within 10 working days of receiving your complaint
- Keep you regularly informed if we cannot answer you in 10 working days
- Treat you with respect
- Make sure we treat your complaint in confidence
- Look at the pattern of complaints and try to improve areas with continuing problems.

We produce an annual complaints report in which we detail the number of complaints received and how our services performed in responding to them.