

COMPLAINTS PROCEDURE

At Trinity Laban we want your experience of supporting our work to be positive and fulfilling.

However, there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

HOW CAN YOU GET IN TOUCH WITH US?

It is simple, you can decide exactly how you would like to get in touch with us:

- You can call us on 020 8305 4490 to speak with a member of the Development Team. The office is usually open Monday to Friday from 9am to 5pm. Outside of these hours you can leave us a message and a contact number and someone will return your call before midday the next working day.
- You can email us at supportercare@trinitylaban.ac.uk
- Or you can write to us at:

Development Office
Trinity Laban Conservatoire of Music and Dance
King Charles Court
Old Royal Naval College
Greenwich
London SE10 9JF

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

HOW LONG WILL IT TAKE?

We endeavour to respond fully and conclusively to all complaints within ten working days. However, you will receive an acknowledgement of your complaint within the first 48 hours of receipt.

Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

From experience we have found that the best way to resolve a problem quickly is by telephone. This way we can make sure that we fully understand the issue and can gather all of the information that we need to resolve the problem in a fast and effective way.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

WHAT WE WILL DO

We want to work with you to fix the problem, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome and two heads are better than one.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

From time to time we might receive complaints that do not relate directly to something that Trinity Laban has done or that we are not in a position to comment on. We are a registered charity with limited resources and we must use these in the best way possible.

This can mean not engaging in lengthy debates on issues that are unrelated to Trinity Laban's work

There may be rare occasions when we choose not to respond to a complaint at all. These include:

- When a complaint is about something that Trinity Laban has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- Trinity Laban cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

WHO ELSE CAN HELP?

Our aim is to resolve your complaint in an honest, open and satisfactory way. However if after contacting the Development Team you are still unhappy then you can write, either by letter or email, directly to our Director of Corporate Affairs.

Please outline the details of the complaint, why you have not been satisfied with our response up to now and what you would like us to do to put things right.

Director of Corporate Affairs
Trinity Laban Conservatoire of Music and Dance
King Charles Court
Old Royal Naval College
Greenwich
London SE10 9JF

Trinity Laban is committed to the highest standards of fundraising practice. If you feel that your complaint has been unresolved by us then the Fundraising Regulator can investigate your complaint.

You must contact them within two months of receiving your response from us.
Contact can be made via the online [complaints form here](#) or via telephone: 0300 999 3404

OUR PLEDGE

We treat all comments and complaints as an opportunity to improve. Thank you for helping us to provide a better service.