

# ANIL AGARWAL RIVERSIDE STUDIOS TRUST

## COMPLAINTS POLICY

### **Anil Agarwal Riverside Studios Trust Complaints Policy**

Anil Agarwal Riverside Studios Trust values all feedback and takes complaints very seriously. As stated on Anil Agarwal Riverside Studios Trust's website, members of the public are encouraged to contact us with any complaints, suggestions or praise.

### **Participants Comments**

All comments and suggestions received by Anil Agarwal Riverside Studios Trust (verbally in person with our staff, by email, telephone and letter) are logged and monitored as part of Anil Agarwal Riverside Studios Trust's ongoing efforts to improve our participants' experience.

### **Complaints**

Anil Agarwal Riverside Studios Trust views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

If a member of the public is dissatisfied with any aspect of their experience with Anil Agarwal Riverside Studios Trust; a response they have received to correspondence with Anil Agarwal Riverside Studios Trust, or the conduct of a particular member of Anil Agarwal Riverside Studios Trust staff (for example a failure by a member of staff to adhere to Anil Agarwal Riverside Studios Trust policy), a formal complaint may be made by contacting Anil Agarwal Riverside Studios Trust using the means listed below.

1. In the first instance please discuss your grievance with the person you are dealing with.
2. If you feel you are not satisfied with the outcome, then please escalate your grievance to their Line Manager.
3. Finally, if you still feel dissatisfied then please email the Complaints Committee on [complaints@riversidestudios.co.uk](mailto:complaints@riversidestudios.co.uk) with 'Complaint' in the email heading; or by letter addressed to:

Riverside Studios Trust Complaints Committee  
Anil Agarwal Riverside Studios Trust  
101 Queen Caroline Street  
London W6 9BN

Anil Agarwal Riverside Studios Trust endeavours to respond to all complaints (where contact details are given, and responses requested) within ten working days of receipt (if Anil Agarwal Riverside Studios Trust needs longer to provide a full response, a member of Anil Agarwal Riverside Studios Trust Complaints Committee will contact the correspondent to advise when a reply can be expected).

Complaints must be made no more than six months after the grounds upon which a complaint is based first arose (this period may be extended for good reason at the discretion of the Complaints Committee).

Anil Agarwal Riverside Studios Trust is not bound to respond to complaints which it deems repetitive, i.e. repeated complaints of a similar nature from the same individual or group of individuals, which it believes have been answered fully in the past.

Anil Agarwal Riverside Studios Trust is not bound to respond to complaints which are believed to be vexatious or frivolous, i.e. which are not a genuine endeavour to seek redress but are aimed at disrupting the business of Anil Agarwal Riverside Studios Trust or harassing Anil Agarwal Riverside Studios Trust staff.

### **Circumstances and mechanism for referral to the Trustees of Anil Agarwal Riverside Studios Trust**

If a correspondent feels that a complaint which has been escalated through Anil Agarwal Riverside Studios Trust's Complaints Committee has not been addressed appropriately, the correspondent may request that the matter be referred to the Trustees of Anil Agarwal Riverside Studios Trust.

The complaint will then be taken to the next meeting of the Trustees of Anil Agarwal Riverside Studios Trust.

Directors will be nominated to investigate the complaint, and to report on any actions required. The results of any such investigations will be shared with Trustees of Anil Agarwal Riverside Studios Trust, and with the correspondent at the earliest opportunity.

### **Freedom of Information**

Complaints about the handling of Freedom of Information requests are subject to the appeals and complaints procedure as outlined under the terms of the Freedom of Information Act. If a correspondent feels that a Freedom of Information request has not been addressed appropriately, the correspondent should, in the first instance, seek an internal review of the decision received.

Requests for internal review should be submitted in writing to the Complaints Committee by email ([complaints@riversidestudios.co.uk](mailto:complaints@riversidestudios.co.uk)) or letter: Complaints Committee, Anil Agarwal Riverside Studios Trust, 101 Queen Caroline Street, London W6 9BN.