



24-27 White Lion Street
London N1 9PD
Phone: 020 7689 8091/ 0207 837 3402
Info@claremont-project.org
www.claremont-project.org

Claremont Project Complaints Procedure

We aim to provide an excellent service to members of the Claremont Project (Islington) Ltd. If you are unhappy about the service that you have received from us, we would like to hear about it so that we can improve our service in the future.

How to make a complaint

In the first instance, please contact the Center Manager with a clear description of your complaint. Please contact:

- Jo Keane
Email: jo@claremont-project.org
Tel: 0207 837 3402

What to do if you are not satisfied

If you are not satisfied with the response you receive from the Centre Manager, you can contact Claremont's Chief Executive Officer (CEO). Please contact:

- Lucien Paul Stanfield
Email: lucien-paul@claremont-project.org
Tel: 0207 689 8091

If you are unsatisfied with the CEO's response, you can write for a final review of the decision by the Chair of Claremont's Board of Directors and Trustees, whose decision will be final. Please speak with the CEO for contact details.

During the course of a complaint, a person can continue to attend activities as normal, provided that their conduct remains appropriate. When people sign up to come to Claremont activities, they are asked to read and sign a 'Terms & Conditions of Service', and a copy is given to them. A copy of the full version of the terms and conditions is available on request. Section 4, entitled 'Conduct', states:

"You are required to behave in an appropriate manner at all times while participating in Claremont services and/or being in the Claremont building. Inappropriate behaviour includes behaviour that is unlawful, harmful, threatening, unsafe, rude, abusive or otherwise socially unacceptable or which in the opinion of Claremont staff injures the character and reputation of Claremont. Claremont will exercise its discretion reasonably in deciding if you have behaved in an inappropriate manner. If you are dissatisfied with the decision made by Claremont's staff, you can request it is reviewed by Claremont's Chief Executive Officer and if you are still dissatisfied, you can write for a review of the decision by the Chair of Claremont's Board of Directors/Trustees, whose decision will be final. During the review/appeal process, you may not continue to participate in Claremont activities."