

The Carbon Community: Complaints Policy

We welcome the involvement of all stakeholders in this organisation and we try to ensure that the experience is a rewarding one. We try to get things right but occasionally we may fall short of expectations. We therefore welcome comments on how interaction with us can be improved. However, if something is not resolved to your satisfaction you have the right to make a complaint.

This procedure is set out below.

Your complaint will be:-

- dealt with as quickly as possible
- handled fairly and politely
- investigated fully

How can someone complain?

We wish to be as flexible as possible in receiving complaints. Complaints can be made:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our COMPLAINTS PROCEDURE has three stages:

STAGE 1: FIRST INFORMAL COMPLAINT You should, in the first instance, make your concerns known to a Trustee. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

STAGE 2: FORMAL COMPLAINT If you wish to proceed, you will need to put your complaint in writing addressed to the Trustee. Your complaint will be acknowledged in writing or by phone within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the Trustee, you may address it directly to another Trustee.

STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED At this stage the complaint will be dealt with by an alternative Trustee who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to the Board of Trustees and their response will be final.

Date of Document: 09 March 2020

Status: Approved

Date next due for review: 31 December 2020