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**EARTH IN COMMON - COMPLAINTS POLICY**

Earth in Common is committed to delivering high-quality projects, events and services. We value complaints and use information from them to help us improve our work.

If something goes wrong or you are dissatisfied with us, please tell us.

**What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us.

**What can I complain about?**

You can complain about things like:

• Delays in responding to your enquiries and requests

• Failure to provide a service

• Our standard of service

• Treatment by or attitude of a member of staff.

• Our failure to follow proper procedure

Your complaint may involve more than one of our services or be about someone working on our behalf.

**How do I make a complaint?**

**By email:** **chair@earth-in-common.org**

**Needing help to make a complaint?**

We can accept a complaint made on your behalf so long as you have given the representative consent to complain on your behalf. This could be a relative, friend or advocate

**What happens when I have complained?**

We will always tell you who is dealing with your complaint.

Our complaints procedure has two stages:

**Stage one – frontline resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action has been taken to resolve the problem.

We will give you our decision at Stage 1 in five working days or less unless there are exceptional circumstances.

If we can’t resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

**Stage two – investigation**

Stage 2 deals with two types of complaint:

1. Those that have not been resolved at Stage 1

2. Those that are complex and require detailed investigation

When using Stage 2 we will:

• Acknowledge receipt of your complaint within three working days

• Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for

• Give you a full response to the complaint as soon as possible and within 20 working days

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

If the complaint is in connection with a member or members of staff then this may need to be investigated in line with the Earth in Common’s disciplinary policy.

A separate file will be kept for complaint records.

**What happens if I am still dissatisfied?**

After we have fully investigated, if you are still dissatisfied with our decisions or the way we dealt with your complaint you can ask the Chief Executive to investigate the complaint on behalf of the Board.