

Customer Complaints Policy

1. Introduction

- 1.1. Peterborough Environment City Trust (PECT) is committed to ensuring customer service excellence is integral to planning, resourcing and delivery of all of our projects and services.
- 1.2. PECT is keen to receive feedback from our customers and partners to help us improve the quality of our service.
- 1.3. We want to continue providing innovative projects that benefit the environment and, whilst we strive to provide a good level of service, there may be occasions when problems arise and the service is not what we would wish. If you have a complaint, we would like you to draw it to our attention so that we have the opportunity to resolve the problem.

2. Procedure

- 2.1.1 Formal complaints can be sent to:

Selina Wilson
Officer Manager
Peterborough Environment City Trust
The Green House
4-6 Cowgate
Peterborough
PE1 1NA

info@pect.org.uk

01733 568408

- 2.1.2 The complaint will be logged in a complaint register for our records and forwarded to the appropriate person.
- 2.1.3 You will receive a response confirming your complaint was received and informing you of the person that the complaint has been forwarded to.

2.1.4 Complaints can often be resolved very quickly and informally but if a complaint cannot be solved in this manner then we aim to reply in writing within a reasonable time frame.

2.2.1 If you are not satisfied with the response you can request that your complaint be forwarded to a member of the Senior Management Team.

2.2.2 In this case, the complaint will be forwarded and a member of the Senior Management team, who will respond within a reasonable timeframe.

3. Complaints about our Fundraising

3.1. PECT is a member of the Fundraising Standards Board (FRSB) and is committed to upholding the Fundraising Promise and Codes of Conduct.

3.2. However, if you have a complaint about our fundraising and are not satisfied with the outcome having followed the process above you can refer your complaint to the FRSB. Visit their website <http://www.frsb.org.uk/give-with-confidence>.