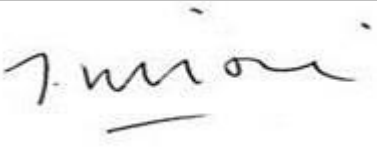


CUSTOMER COMPLAINTS POLICY

Version Number:	1
Date Created:	January 2019
Review Date:	September 2023
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Executive Sponsor
Toby Willison

8.9.2023


Senior Management
Stuart Dawks

8.9.2023

Table of Revisions

Revision Number	Revision Date	Summary of Changes	Author

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.
- 1.4. This policy is in place to ensure:
 - 🌱 There is a uniform method of collecting complaints information for monitoring purposes.
 - 🌱 There is a robust and consistent approach to responses.

2. What is a complaint?

- 2.1. A complaint could include:
 - 🌱 A statement that something is unsatisfactory or unacceptable (Definition from Oxford Dictionary online).
 - 🌱 Criticism of our service e.g. event cancellations at last minute.
 - 🌱 Criticism of members of PECT staff.
- 2.2. A complaint can be received by the Trust in the following ways:
 - 🌱 Letter
 - 🌱 Email
 - 🌱 Telephone
 - 🌱 Face to face
 - 🌱 Facebook / Twitter /Instagram

3. Complaints Procedure

3.1. Formal complaints can be sent to:


CEO
PECT
Ham Lane House
Ham Lane
Peterborough
PE2 5UU

info@pect.org.uk

01733 568408

- 3.2. In the first instance, any complaint received by PECT will be addressed by a member of staff relevant to dealing with that complaint. The member of staff will reply either by the same means as the complaint was received (e.g. telephone call or message on social media) or if deemed more appropriate, reply via email or letter instead. A first response may utilise part or all of a standard response kept on file which has been agreed previously by a relevant manager.
- 3.3. The complaint will be logged in a complaint register for our records and followed up by the appropriate person.
- 3.4. If for any reason the complainant is not satisfied with the first response, or has other issues which they wish to raise, the complaint will be escalated to the relevant manager for a second response (e.g. complaints about education service go to the Environmental Education Co-ordinator, complaints about our Community events go to the Communities Manager, complaints about Business projects go to the Project Manager).
- 3.5. If this does not satisfactorily resolve the complaint, it can be requested that the complaint is escalated further, this time to a member of the Senior Management Team or the Chief Executive Officer for a further response.
- 3.6. At all stages of the process the following principles apply:
- 🕒 All complaints received by phone, email or online / social media will be acknowledged within **72 hours** of receipt. The use of a holding response may be used for complaints received outside of normal office opening, when more time is required to liaise with appropriate staff members in order to investigate the complaint and provide a full response, or online / social media where a member of staff may request an individual who is complaining openly online to contact PECT privately for more details and to receive a full response.
 - 🕒 All complainants including those who communicate via letter will receive a full response to their complaint within **ten working days** of the nominated individual receiving the information. If, for

practical reasons, this is not possible, PECT will contact the complainant to give an explanation and expected time frame for resolving the issue.

-  It will be the decision of SMT / CEO to decide when and how to disengage from a persistent or vexatious complainant.

4. Complaints about our Fundraising

- 4.1. PECT is a member of the Fundraising Standards Board (FRSB) and is committed to upholding the Fundraising Promise and Codes of Conduct.
- 4.2. 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>.