

## Andover Trees United – Complaints Procedure



In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if, for any reason, you are not satisfied with your dealings with the organisation.

### **Our Complaints Procedure has the following goals:**

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

### **How to complain**

If you are not happy with Andover Trees United, please tell us.

If you are unhappy about any ATU service, please speak to the relevant management team member or one of the Trustees.

Management team members and Trustees can be found on our website at <https://www.andovertrees.org.uk/who-we-are> and may be contacted by email using [firstname.lastname@andovertrees.org.uk](mailto:firstname.lastname@andovertrees.org.uk)

If you are unhappy with an individual within the organisation sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to another member of the management team or the charity Operations Manager.

If you make contact in person or by phone, make a note of the name of the person you speak to.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Andover Trees United,  
Westcott,  
Old Salisbury Road,  
Abbott's Ann  
SP11 7NH

### **What happens when we receive your complaint**

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within **five** working days.

All written complaints will be logged. You will receive a written acknowledgement within **five** working days.

The aim is to investigate your complaint properly and give you a reply within **ten** working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

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Registered Charity No. 1167574.

If, after we have responded you are not satisfied, please contact a member of the Communications Team who will report the matter to the next meeting of the Trustees, who will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Andover Trees United's services.