

Transition Town Letchworth

Complaint and Compliments Procedure



Reviewed by Trustees 24th April 2018

1 Introduction

- 1.1 Our complaints procedure is provided for use by TTL service users. TTL service users are participants in our project groups, presentations and workshops.
- 1.2 TTL aim to provide high quality services to support people in reducing their carbon emissions, working creatively and constructively with other local and national organisations. To this end, we aim to be sensitive and appreciative of the different experience, knowledge and values that affect peoples' choices and decision-making.
- 1.3 TTL use feedback to help us develop and improve our services and procedures, and if you are unhappy about any aspect of our contact with you, we would like to hear from you.
- 1.4 We would also be grateful to know if we have exceeded your expectations.

2 How to give us your feedback

- 2.1 Whether you are happy or dissatisfied, it is usually best to let the person who provided the service know, by speaking to them directly. Hopefully any issues can be quickly resolved. However, if there are outstanding issues, please contact TTL by phone, letter or email and provide full details including the activity attended, date and people involved. This communication should be received no later than 28 days from the event to which it relates.

3 What we will do

- 3.1 A Trustee will be identified who will respond to your feedback. They will log your feedback and show it to the other trustees, person(s) concerned, and the person responsible for managing the activity to which your feedback relates. If your feedback is negative in any way, they will clarify with you whether you wish it to be regarded as a complaint. In this case, they will confirm in writing (which can be an email) that your complaint has been received, explaining how it will be looked into, and how long this will take. Once we have had an opportunity to look into your complaint we will then write and describe what action we intend to take. Your complaint should be responded to within a month but if more time is required an update will be sent at the end of a month.
- 3.2 We hope that all complaints against TTL can be quickly and constructively resolved in a mutually respectful way. However, if you remain dissatisfied the Charity Commission has guidance on taking the issue further on its website www.gov.uk/complain-about-charity.