

FRIENDS OF THE ULLSWATER WAY: COMPLAINTS POLICY

We are committed to high standards in everything that we do. We realise that sometimes we get things wrong and that not everyone will agree with what we do. We welcome feedback because it enables us to improve the services we offer and improve our communication to you. We promise to take all complaints seriously, and to deal with them in a confidential and timely manner. However, we won't respond to feedback which is abusive, prejudiced, offensive or vexatious or which concerns an activity that Friends of the Ullswater Way is not directly responsible for.

A complaint is a formal claim that Friends of Ullswater Way has failed to meet its organisational or other stated commitments or is not operating in accordance with a relevant law, regulation or Code of Practice. Complaints about the behaviour of Friends of the Ullswater Way trustees or volunteers will be dealt with according to our internal policies and procedures. In these cases, the detail of any outcome may need to be kept confidential.

We will ask for information from the complainant to ensure we understand the substance and cause of the complaint. We will ask for contact details (name, address, email and telephone number) and may note the relationship of the complainant to Friends of the Ullswater Way (eg donor, volunteer, member of the public etc). We may ask you to put the complaint in writing.

To make a complaint, you can:

Call: Ben Shaw at 07590805383

Email: info@ullswaterway.co.uk

Write to:

Mr Ben Shaw
Tongue Farmhouse, Watermillock, CA11 0LT

Complaints Process

We will try to resolve your complaint as quickly as possible. In most cases you should receive a full response within 10 working days; in more complex cases, we will send you an acknowledgement within 10 working days and provide a full response within 15 working days.

In the first instance the complaint will be considered and responded to by the person responsible for the issue being complained about.

If you are not happy with our response, you should write to the Chief Executive at the address above. Please explain clearly why you feel that your complaint has not been properly resolved and what it is that you want us to do. Your complaint will be reviewed, and Friends of the Ullswater Way's response sent in writing within 15 working days.

If you are still not satisfied with our responses, you can complain to the Charity Commission, or if your complaint relates to marketing or fundraising, the Fundraising Regulator (addresses below).

The Charity Commission for England and Wales

Harmsworth House
13-15 Bouverie Street
London
EC4Y 8DP
Tel: 0300 066 9197

www.gov.uk/complain-about-charity

The Fundraising Regulator

2nd floor,
CAN Mezzanine Building,
49-51 East Road,
London,
N1 6AH

Tel: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk