**Complaints Policy**

*This policy relates to complaints from members of the public. For complaints from PeCAN staff, trustees, volunteers or contractors, please refer to PeCAN’s Grievance Policy.*

PeCAN (Petersfield Climate Action Network) aims to provide everyone with a good service. If anyone – member of the public, group or organisation - feels that the quality of service provided by PeCAN falls short of what they reasonably expect, we will do our best to respond promptly and constructively.

**How Do I Make A Complaint?**

* In the first instance, you are welcome to discuss your complaint with us verbally by calling 01730 719792 (or direct dial if known) or visiting our offices. However, if a resolution is not reached at this stage, you will be asked to put your complaint in writing, either:
* via email at hello@petersfieldcan.org (or direct email if known), or
* by post to Petersfield Climate Action Network, Petersfield Library, 27 The Square, Petersfield, Hampshire GU32 3HH. Please retain Proof of Posting and photograph your letter.

Please note that although we welcome you to contact us to work towards a constructive resolution at any time, verbal abuse of our staff or volunteers will not be tolerated and may result in a delay to effective resolution.

**How Will Written Complaints be Handled?**

**Step 1**

We hope that any concern or problem can be resolved by the Project Officer for the project or service concerned. We therefore ask complainants to present any written complaints to the Project Officer first. He/she will try to resolve the problem.

If the complaint is about the manager of the project, then the person should address their concern to a Trustee.

If the complaint is about a Trustee, then the person should address their concern to the Chair. If the complaint is about the Chair, then the person should address their concern to another Trustee.

**Step 2**

If the concern or problem is not resolved by the person with whom it was first raised (“the first reviewer”), to the satisfaction of the person who raised it, within two weeks (or longer if both sides agree) the next step is to bring it to the notice of a second reviewer. So, complaints that went first to the Project Officer go to a Trustee, and complaints which went to a Trustee go to the Chair (or to another Trustee if the complaint is about the Chair).

The second reviewer will either investigate the complaint him/herself, or will ask someone else to investigate it for him/her. The purpose of such an investigation is to find out the facts and the wishes of the people involved and to produce a written report. The investigator may choose to recommend a course of action, but the decision about what to be done lies with the second reviewer. The investigator will of course always be someone who is neutral and not involved in the issue.

The decision of the second reviewer is final.

The trustees will receive a report about any complaints which reach the second step.

**Last approved by trustees 5 November 2024**