

# Complaints and Compliments policy

*Reviewed by Trustees 28/03/19*

## **CCF's service users**

Our service users are participants in our training or consultancy services, carbon conversation groups, presentations and workshops, and also organisations represented at our stakeholder meetings.

## **Our commitment**

We aim to work with volunteers in providing 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.

We 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.

## **Compliments**

We would also be grateful to know if we have exceeded your expectations.

## **How to give us your feedback**

Whether you are happy or dissatisfied, it is usually best to let the person who provided the service know, by speaking to them directly, and/or by using the evaluation form provided at the relevant event or meeting. Otherwise, please contact us by letter, phone or email.

## **What we will do about complaints**

Your feedback will be logged and shown to the person concerned, and to the person responsible for managing or co-ordinating their work with CCF. If your feedback is negative in any way, we will clarify with you whether you wish it to be regarded as a complaint. In this case, we will write to you confirming that your complaint has been received, explaining how it will be looked into, and how long this will take. We will then write and describe what action we intend to take.

If you are not satisfied with the proposed action, please let the person who sent you the letter know and it will then be passed to a member of CCF's or a trustee, who will contact you to discuss the matter further.

## **If you remain dissatisfied:**

Please see the following guidance:

<https://www.gov.uk/complain-about-charity>

We hope that all complaints against Cambridge Carbon Footprint can be quickly and constructively resolved in a mutually respectful way. In the event that such a resolution between a complainant and ourselves proves to be unachievable, in accordance with Charity Commission guidance, we would ask an external organisation to mediate.