

# CCF Complaints Policy and Procedures

*Cambridge Carbon Footprint  
Reviewed by Trustees 27/07/2023*

## Introduction

Cambridge Carbon Footprint (CCF) views all complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

### 1. Our Complaints Policy is:

- 1.1 To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- 1.2 To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- 1.3 To make sure everyone at CCF knows what to do if a complaint is received.
- 1.4 To make sure all complaints are investigated fairly and in a timely way.
- 1.5 To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- 1.6 To gather information which helps us to improve what we do.

### 2.1 Definition Of A Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any member of CCF staff, trustees and volunteers.

### 2.2 Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in CCF, including the general public, if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should refer to CCF's internal policy on such matters.

### 2.3 Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### 2.4 Responsibility

Overall responsibility for this policy and its implementation lies with the CCF board of trustees.

### 2.5 Review

This policy is reviewed regularly, every 2-3 years, and updated as required.

# Complaints Procedures

## CCF's Service Users

### Individuals

Our service users are participants in our training sessions, presentations and workshops, and also individuals who meet us at our stalls or other public events organised by CCF.

### Organisations

Our service users are also:

- 1) organisations that we support through, for example, the Repair Café Network, for whom we run training sessions and also provide follow-up guidance with their own events.
- 2) organisations represented at our stakeholder meetings and with whom we collaborate.

## How To Make A Complaint

If you are dissatisfied and wish to make a complaint, 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. You can also contact us to make a complaint by letter, phone or email, as below:

Cambridge Carbon Footprint  
The Bike Depot  
140 Cowley Road  
Cambridge  
CB4 0DL

01223 301 842

Email: [info@cambridgecarbonfootprint.org](mailto:info@cambridgecarbonfootprint.org)

Our contact details can also be found on the CCF website:  
<https://cambridgecarbonfootprint.org>

To help us investigate and address all complaints, we ask you to provide us with as much information as possible. This should cover:

- the reason for your complaint
- where and when the cause for complaint happened
- the name(s) of anyone involved (if known)
- what outcome you are hoping for (but please note that we are not obliged to resolve the complaint in this way)
- your contact details (name, address, daytime telephone number and email address)

## **What We Will Do About Complaints**

### **Stage One**

Your complaint will be logged and shown to the person concerned, and to the person responsible for managing or co-ordinating their work within CCF. We will first seek to clarify with you whether you wish it to be regarded as a formal complaint. If so, 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.

Steps we will take:

- 1) If the initial complaint is not in writing, we will request a written complaint.
- 2) Once a written complaint is received, within 7 days we will provide written confirmation, outline the review process and the expected timeline of response.
- 3) Within 28 days of receiving the complaint, we will conduct a formal evidence review, to include reviewing the written complaint, speaking to staff or volunteers involved and making a decision on any further action.
- 4) We will then confirm the outcome in writing to the parties involved.

### **Stage Two**

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 panel of CCF trustees, who will contact you to discuss the matter further. We will aim to deal with this stage within six weeks.

Steps we will take:

- 1) Appoint a panel of 3 CCF trustees to oversee the next stage of the complaints process.
- 2) Invite the complainant and the subject of the complaint to submit further supporting evidence within 14 days. This can be in the form of written, audio, or visual evidence.
- 3) Within a further 28 days, organise an evidence review by a panel of trustees, to include the option of oral evidence taken from the parties involved and any other witnesses, as required.
- 4) The panel of trustees will make a final decision by the end of the evidence session and communicate this in writing to the parties involved.

### **If You Remain Dissatisfied:**

You can contact the Charity Commission. 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.