



## Complaints Procedure

### UK Environmental Law Association (UKELA) Complaints Handling Policy

#### **Our complaints policy**

We are committed to providing a high-quality service to all our members and other users of our services. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our policy is:

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

Most issues are usually resolved by contacting the person with whom you have been dealing either by phone or email. We aim to respond promptly to resolve the issue to everyone's satisfaction, in a polite and helpful manner.

If you are not satisfied with how your complaint was handled or if the matter is not resolved, please contact us with the details via our [enquiry form](#). We will acknowledge your complaint within 5 working days and will provide a substantive response within 4 weeks.

#### **What will happen next?**

1. We will send you an email acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Operations Director or the board of trustees, who will review it.
3. We will then respond to you by email within 4 working weeks.

#### **Confidentiality**

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

#### **Responsibility**

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

#### **Review**

This policy is reviewed regularly and updated as required.