

Complaints policy and procedure



Green Alliance makes every effort to uphold our values and deliver work to high professional standards. We recognise that circumstances may arise where an individual or an organisation has a concern that they wish to bring to our attention. We take all complaints seriously and welcome feedback.

This policy and procedure explains how people external to Green Alliance can raise a concern and the steps we will take to explore and resolve any issues raised. (Staff, trainees and volunteers who wish to make a complaint should follow our internal dignity at work and grievance policies and procedures.)

Informal complaints

Anyone who has a concern is invited to raise this informally, in the first instance, by emailing the operations director, Jenny Baker, jbaker@green-alliance.org.uk. Please include your name and contact details along with information about what has happened, and how you would like the situation to be resolved.

We will respond to the complaint within five working days. If we need to ask for further information, our response may be delayed; we will clarify the new date by which we will respond.

If you are unhappy with our response to your informal complaint, you are encouraged to submit a formal complaint using the process outlined below. If we are unable to resolve the concern informally, we will inform you that you are welcome to raise the issue as a formal complaint and will advise you of the process outlined below.

Formal complaints

If you wish to make a formal complaint, you should email the operations director, Jenny Baker, jbaker@green-alliance.org.uk. If your complaint concerns the executive director or the operations director, you should email the chair, Laura Sandys, chair@green-alliance.org.uk. Correspondence should be marked private and confidential. We will provide you with a copy of this policy.

To help resolve the complaint, please contact us as soon as possible and include the following information:

- Name, organisation (if relevant), address, telephone number and email.

- As much information as possible about the incident or issue that has sparked the complaint: including all relevant information, such as what happened, where, when (date/time), who was present, any action taken and by whom.
- The reason for the complaint; what was unsatisfactory?
- What you would like to be done to address your concern.

Receipt of the complaint will be acknowledged within five working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, we will contact you to request this.

A response to the complaint will be sent within 15 working days. If this is not possible, a holding reply will be sent before the end of the 15 days, advising when we estimate the investigation will be completed. The response to the complaint will explain our findings and what action we will take.

If you are not satisfied with the response, you may appeal the decision by writing to the chair of trustees. Their contact details will be included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why you feel the decision was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

Anonymous complaints

We are unable to respond to anonymous complaints, but they will be recorded. Anyone wishing to complain is encouraged to provide the information requested above to allow us to investigate the issue and advise them of the outcome.

Confidentiality

All complaints will be treated as confidential and any communication, including a response to the complainant, will be subject to compliance with the Data Protection Act.

Availability

This policy will be publicly available on our website and will be given to anyone who advises us that they wish to submit a complaint.

Policy approved: June 2025

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