



# Complaints policy

## Policy aims

Our policy is to ensure that:

- anyone with a complaint is listened to and treated with courtesy, empathy and fairness
- those with complaints are kept informed of the progress and outcome of investigations into their complaint
- that we offer apologies where appropriate
- action to rectify the cause of the complaint is identified, implemented and evaluated
- and that we learn from complaints so that we can continually improve our service.

## Complaints process

### Making a complaint

CPRE is committed to providing our members and supporters with the best possible service, but we recognise that sometimes things go wrong. We're always happy to receive comments, feedback and suggestions for improvement. Please get in touch with us in any of the following ways:

- by email to [hantssupportercare@cprehampshire.org.uk](mailto:hantssupportercare@cprehampshire.org.uk)
- by post to Supporter Care CPRE Hampshire, Winnall Community Centre, Garbett Road, Winchester HANTS SO23 0NY
- by phone on 01962 841897 (note as our office is not staffed permanently, you may need to leave a message).

### How we will handle your complaint

- We will aim to acknowledge your complaint within 5 working days.
- We will do all we can to resolve your complaint within one month of our receiving your complaint.
- If we cannot resolve your complaint in this time frame, we will write to you within 10 working days to let you know when you can expect a full response.
- We will provide you with a reference number and contact details of the member of the team who will be dealing with your complaint.
- We will keep you regularly informed of our progress by your preferred communication method.
- Once all the details of your complaint have been investigated, we will issue our response.
- If our investigations are likely to take more than one month, we will write to you with an update on our progress and to let you know what next steps you can take.
- We will treat your complaint in confidence, as far as possible.



The countryside charity  
Hampshire

### **What to do if you are still not happy - taking the matter further**

If you are not happy with our response, you have the right to take the matter further by writing to our Chair at [chair@cprehampshire.org.uk](mailto:chair@cprehampshire.org.uk). If the Chair's response fails to satisfy you and we remain in dispute, we suggest that we try in good faith to settle the dispute by mediation using an external professional mediation service (such as [Hampshire.mediation.co.uk](http://Hampshire.mediation.co.uk) or [disputeresolutions.co.uk](http://disputeresolutions.co.uk)) or the appropriate regulatory body.