



Friends of Wakering Common

Registered Charity number 1174836

Complaints Procedure

The FoWC are committed to maintaining high standards across all aspects of our work.

To minimise our costs, our services are managed by a small team of volunteers. We recognise that despite our best endeavours, processes and training there is always the possibility that we may fail to meet our own high standards on occasion.

What to do if you have a complaint

The first thing we want you to do is to tell us. If we do not know the problem, we cannot begin to fix it for you. All complaints should be directed to the Chairman of our Trustees to ensure they receive a high priority.

How to contact us

The easiest way for you to register a complaint, and for us to resolve it, is to email us at friends@wakeringcommon.com or you can write to us at:

Friends of Wakering Common
22 Newstead Road
Great Wakering
Essex, Ss3 0AB

What we will do on receiving your complaint

- We will listen, record your complaint and advise you how it will be handled.
- We will investigate whenever necessary.
- We will take action to resolve the problem and tell you what that action is
- We will take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for to us. Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints or matters for which the Charity is not directly responsible.

Complaint response times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

What constitutes a legitimate complaint?

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of FoWC, which is under the control of the Charity, its Trustees, members or volunteers.

What if our response does not satisfy you?

If you are not satisfied by our response, you have the write to contact the following:

Fundraising complaints

Contact the Fundraising Regulator at www.fundraisingregulator.org.uk to complain about:

- the way you've been asked for donations
- how fundraisers have behaved

You can also complain on behalf of someone else.

Advertising complaints

Contact the Advertising Standards Authority at www.asa.org.uk to complain about:

- an advertising campaign you think is offensive, deceptive or inaccurate
- the amount of emails or mail you get from a charity

Other serious complaints

Report serious concerns to the Charity Commission at www.charitycommission.gov.uk, for example if a charity is:

- not doing what it claims to do
- losing lots of money
- harming people
- being used for personal profit or gain
- involved in illegal activity