



Complaints Procedure - UK Environmental Law Association (UKELA)

Complaints Handling Policy

We are committed to providing a high-quality service to all our members, volunteers 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 Executive Director or the board of trustees, who will review it.
3. We will then respond to you by email within 4 working weeks.
4. If your complaint relates specifically to equality, diversity and inclusion (EDI) matters, it will additionally be forwarded to the EDI members' forum for their input and comments. You may, if you prefer, send your complaint directly to them. You can find their contact details and what they do on our [website](#).

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

UK Environmental Law Association: better law for the environment

Registered charity 299498, company limited by guarantee in England 2133283

Registered office: c/o Norose Company Secretarial Services Ltd: 3 More London Riverside, London, SE1 2AQ, United Kingdom

www.ukela.org

President: Rt Hon Lord Carnwath CVO of Notting Hill



This policy is reviewed every 2 years.

Last reviewed March 2022

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