

Complaints Policy, Climate Ed

Last updated 30 Aug 2022

Climate Ed aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the charity.

If you are not happy with Climate Ed please tell us

If you are unhappy about any of Climate Ed's service, please speak to the relevant staff member.

If you are unhappy with an individual in Climate Ed sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the CEO at: abi@climateed.net. If your complaint is about the CEO please write to the Board of Trustees via: complaints@climateed.net.

All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Finally, please also let us know if you are happy with Climate Ed's services.