

Complaints Policy, Climate Ed

Last updated 30 July 2026

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 services, 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.

Data Protection Complaints

If you believe we have not handled your personal data in accordance with our privacy notice, your expectations, or data protection law, you have the right to make a complaint. We are committed to resolving any concerns promptly and fairly.

You can submit a complaint by:

- Emailing us at complaints@climateed.net
- Completing our online Contact Form at <https://www.climateed.net/contact-us>
- Speaking with a staff member, volunteer, or Trustee

Our Process

- Acknowledgement: All written complaints will be logged. You will receive a written acknowledgement within 14 working days.
- Investigation: We will investigate your complaint promptly and thoroughly, making any necessary enquiries to address your concerns. 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.
- Response: We will inform you of the outcome of our investigation, without undue delay and provide details of any actions we have taken or will take.

Internal Escalation Process

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.

Data Protection Complaint - Escalation to the ICO

If you are not satisfied with our response to your Data Protection Complaint, you have the right to escalate your complaint to the Information Commissioner's Office (ICO). You can contact the ICO at:

- Website: <https://ico.org.uk/make-a-complaint/>
- Helpline: 0303 123 1113

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