



The countryside charity  
Surrey

# Complaints policy

## Policy aims

The 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.
- We offer apologies where appropriate.
- Action to rectify the cause of the complaint is identified, implemented and evaluated.
- We learn from complaints so that we can continually improve our service.

## Complaints process

### Making a complaint

CPRE Surrey is committed to providing members 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

[info@cpresurrey.org.uk](mailto:info@cpresurrey.org.uk)

By post

Chair of Trustees  
CPRE Surrey  
PO Box 865  
Godalming  
GU7 9LH

By phone

9.30am – 5.30pm, Monday to Friday

Telephone: 01372 700205

We aim to acknowledge your complaint within two working days and send a formal response within 10 working days. If for any reason we're unable to



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respond to your complaint in the given timelines, we'll keep you informed as to the reasons why and we'll give you an updated timeline for response.

#### Your personal information

If you use our complaints procedure, you're agreeing that we can use any personal information you send us for the purposes connected with your complaint. We'll only give your personal information to third parties if required to do so in relation to your complaint.

If you're not happy with the outcome of your complaint, you can contact the Charity Commission (0845 300 0218 or [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)) for advice.

CPRE is also a member of the Fundraising Regulator (FR). If your complaint is about a fundraising matter, you're entitled to take your complaint directly to the FR at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) or in writing to: Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH. Telephone: 0300 999 3407 or email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk).