



Epping Forest Centenary Trust

OP8 - Complaints Procedure

Epping Forest Centenary Trust aims to maintain high standards in all of its work, but we recognise that we can sometimes get things wrong despite our best intentions.

Without your feedback on these occasions we would not be able to improve the service we offer to you in the future, and therefore we value and take seriously any feedback you provide.

The information below outlines our complaints procedure.

First Stage

If you have a complaint you can contact us by phone, letter, email providing the following information:

- The reason for your complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

You can telephone us on 020 8508 9061 or email: efct@btinternet.com

If you would prefer to write, please send your complaint to:

Epping Forest Centenary Trust

The Warren Lodge, Loughton IG10 4RN

We will try to resolve the problem as quickly as possible but if we cannot do this, for example because we need to investigate further, we will acknowledge your complaint within the following timescale:

- Either immediately or on the same day if you telephone us
- Within 48 hours if you contact us by email
- Within 5 working days if you send us a letter

You will be given the name of the staff member dealing with the complaint and when they will next contact you either with a proposed resolution or update.

Second stage

If for any reason you are not happy with the resolution of your complaint, you can bring this to the attention of our Trustees.

Please set out clearly in writing the details of the complaint, explaining why you were not satisfied with our response and what you would like us to do to put things right. The address is as follows:

The Trustees
Epping Forest Centenary Trust
The Warren Lodge
off Nursery Road
Loughton IG10 4RN

One of our trustees will send an acknowledgment within three working days and personally investigate your complaint and respond within 10 working days.

Third Stage

If your complaint is about any other aspect of our charitable work, you may wish to contact the Charity Commission:

Charity Commission Direct

PO Box 1227
Liverpool
L69 3UG

Telephone 0845 300 0218
website www.charity-commission.gov.uk

Follow up

In order for us to improve the service we provide, we may wish to contact you within a month of your complaint being dealt with in order to check that you were satisfied with our resolution. Any information you give will only be used to ensure that we provide the best possible service we can.

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