

Complaints Handling Procedure

At Trees for Life, we are committed to providing high-quality service to our customers, supporters, volunteers and donors. We value complaints, criticism and compliments, and use the information we receive from them to help us to make improvements.

You can choose to get in touch with us via:

- Email - info@treesforlife.org.uk
- Phone - 01309 691 292
 - If you call outside office opening hours, you can leave a message and your contact number and we will get back to you on the next working day.
- Or in writing:
Trees for Life
The Park,
Findhorn Bay,
Forres
IV36 3TH

Please include the details of your comment or complaint, including any suggestions you may have on how you feel it could be resolved. If it becomes a formal complaint then we will ask you to put this in writing, including your name, address and telephone number.

How we will handle your complaint

- We operate a 2-stage complaints process. Stage 1 forms an initial review and response. Most complaints are resolved at this stage. Stage 2 offers the opportunity to escalate the complaint should you be dissatisfied with the response at stage 1.
- We will respond to complaints within 28 working days, keeping you informed throughout.
- We will respond to your complaint via the same method you used to contact us, unless you request otherwise. We may contact you for further information before providing our final response. Once we have reviewed the information and reached a conclusion, we will provide you with our response to your complaint. This will conclude all stage 1 complaints.
- If you are not satisfied after we have responded, and you wish to make a formal complaint (which we refer to as a “stage 2 complaint”). We will ask you to put this in writing and will escalate it to senior management. A response to stage 2 complaints will be provided within 28 working days.
- Once a decision has been communicated at stage 2 this represents the final decision by Trees for Life and the complaints process will conclude. No further action, investigation or correspondence will be entered into by Trees for Life relating to the complaint.
- We commit to being honest and open when handling complaints, ensuring confidentiality and compliance with data protection regulations.
- We will ensure that all complaints are handled fairly and without prejudice or discrimination.
- We will make sure that, wherever possible, complaints are resolved.

Complaints we may not respond to

There are times when we may choose not to respond to a complaint:

- When a complaint concerns something over which Trees or Life has no direct connection.
- When a complaint has only a very broad connection to something that Trees for Life is working on but is not something over which we have control or influence (e.g. political issues).
- Where the complaint is one we have already responded to through the complaints escalation process.
- When a complaint is incoherent or illegible.
- When a complaint is clearly part of a bulk mailing or email.
- When a complaint is made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

Complaints about fundraising

Trees for Life is a registered Scottish Charity with Charity Number: SCO21303, committed to following Scottish charity law and the Fundraising Code of Practice.

If your complaint is related to fundraising and you feel it remains unresolved after following the above-mentioned complaints procedure, then the Scottish Charity Regulator may investigate.

The Scottish Charity Regulator
2nd Floor
Quadrant House
9 Riverside Drive
Dundee
DD1 4NY

info@oscr.org.uk

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