



Rubbish Friends (Stratford upon Avon)

Complaints policy October 2020

RUBBISH FRIENDS STRATFORD UPON AVON aims to provide inclusive community based activities which can be enjoyed by people of all ages and activities.

We believe we achieve this most of the time: if we are not getting it right, we want to know.

If you are not happy with **RUBBISH FRIENDS STRATFORD UPON AVON** please tell us. If you are unhappy about a **RUBBISH FRIENDS STRATFORD UPON AVON** litter pick or any other activity please speak to the volunteers leading the pick. If you are unhappy with an individual in **RUBBISH FRIENDS STRATFORD UPON AVON** sometimes it is best to tell him or her directly.

If you feel this is difficult or inappropriate please contact the member of our Board of Trustees responsible for complaints: Sarah Hawkins* at help@rubbishfriends.org.uk.

We will send you an initial response within five working days.

*If the complaint is about Sarah Hawkins, please write to the Chair at rubbishfriendssua@gmail.com.

If you are not satisfied with our response, please write to the Chair at rubbishfriendssua@gmail.com.

All written complaints will be logged. You will receive an acknowledgement within five working days. We will aim to investigate your complaint properly and give you a reply within ten working days, describing how we will or have responded to the issue.

If this response is not satisfactory, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Policy review

RUBBISH FRIENDS STRATFORD UPON AVON is committed to reviewing this policy and procedures annually, or earlier if circumstances change.

*Any linked policies: see Top Ten Tips, Safeguarding
Owner: Rachel Key
Draft Agreed at Trustee Board meeting September 2020
Review date: November 2020*