

External Complaints Policy

1. Overview

We welcome all feedback from our customers, and although we hope that our customers won't have cause for complaint, we do understand that, at times, you may wish to contact us to discuss concerns that you may have about our products and/or services.

This policy outlines how you can contact us to make a complaint and how we will deal with any complaint you make.

2. Who we are, and how can you contact us

2.1 *The Ecology Centre* is operated by our board of Trustees, elected by our membership yearly and you can see details of how to contact us below:

The person responsible for handling complaints: Errin Anderson, General Manager or Board of Trustees

Address: *The Ecology Centre, Kinghorn Loch, Kinghorn, KY3 9YG*

Email address: admin@theecologycentre.org

Phone number: 01592 891567

3. When to contact us

4.1 A complaint can cover any element of the products and/or services that we provide and can also relate to:

- things that our staff have or haven't done;
- the level of service provided by us or any of our staff;
- the quality of the products and/or services that we have provided;
- the timing of delivery of the products and/or services that we have provided;

4.2 You may want to contact us for other reasons, such as to arrange a return of a product or ask for more information about the products and/or services that we provide, and you can do so by calling our office on 01592 891567, by email admin@theecologycentre.org, visiting our website www.theecologycentre.org or why visiting us at The Ecology Centre.

4. What information to provide in relation to a complaint

Please provide as much information as possible when making a complaint and in particular:

4.1 Your name, address, telephone number and email address, together with details of the method that you would be preferred to be contacted by in discussing your complaint;

4.2 Details of the products and/or services that you are complaining about

4.3 If your complaint relates to a particular member of our staff, please provide the name or other information to help us identify them;

4.4 Any documentation that relates to your complaints, such as invoices, receipts, and contracts;

4.5 Any further information in relation to your complaint and details of how you would like to see the complaint resolved.

5. How will we handle your complaint

5.1 The process that we follow in handling complaints is set out in the table below:

Person responsible	Action	Timescale
Errin Anderson Board of Trustees	Acknowledge receipt of a complaint	1 working day
Errin Anderson Board of Trustees	Internal investigation	5 working days
Errin Anderson Board of Trustees	Contact customer for further information if required	During the internal investigation or within 3 working days afterwards
Errin Anderson Board of Trustees	Contact the customer to discuss the outcome of the investigation, and the proposed resolution and confirm in writing.	Within 3 working days of the completion of the investigation.

Customer	Contact us if you disagree with the resolution to escalating/appeal.	Within 5 working days of the written confirmation of the outcome of the investigation above.
Chairperson	Review the complaint and contact the customer to discuss it further.	Within 2 working days of escalation of a customer complaint.
Chairperson	Confirm the outcome of the review and decision in relation to the complaint/actions to be taken in writing.	Within 5 working days of contacting the customer.

5.2 Please note that while we will endeavour to resolve your complaint within the timescales indicated above, this might not be possible due to the nature or complexity of your complaint or where we cannot contact you for further information for example. In these circumstances, we will inform you of the timescales we are working on.

6. Confidentiality and data protection.

6.1 We will ensure that all complaints are dealt with confidentially, and information you provide will only be shared with individuals that we need to discuss your complaint with during the process outlined at 5 above and external organisations if required

6.2 If we would like to share details of your complaint for any other reason (such as staff training), we will ensure the details shared do not identify you.

6.3 Any personal data that we collect during handling your complaint will be held in accordance with the relevant data protection legislation and our privacy policy, which can be found on our website via the following link - [Fife | Policy | Ecology Centre \(theecologycentre.org\)](https://www.theecologycentre.org/policy)

7. Policy Updates

This policy was adopted on **29/03/2023**. Our Board of Trustees is responsible for this complaints policy and ensuring that it is regularly reviewed and updated if necessary.