

## Complains Handling Procedure

At ClientEarth we are committed to providing the best possible service to our supporters. After all, without your support we would not be able to protect the planet and the people who live on it.

However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, resolve your concerns as quickly as possible and put measures in place to stop it happening again.

We take complaints seriously and we treat them as an opportunity to develop. This is why we are always grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

## We would like to hear from you

You can call us on +44(0) 20 7749 5970. One of our friendly Supporter Care Team members will be happy to help. Our phone lines are open Monday to Friday from 9.30am to 6pm.

Outside of these hours, you can always leave us a message and a contact number and someone will return your call before midday the next working day.

You can email us at [supportus@clientearth.org](mailto:supportus@clientearth.org)

Or you can write to us at:

34 Drayton Park  
London  
N5 1PB

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

## How long will it take?

We aim to respond to all complaints within 14 working days. However, please expect to receive an acknowledgement of your complaint within 5 days of your receipt if via email and 10 working days if via the post.

We would be delighted to speak with you over the phone in order to resolve your complaint quickly and in full.

In more complex situations, where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can.

## What we will do next?

Our team will work hard to fix the problem, correct any mistake made and address your concerns. If you have any recommendations about how to resolve your complaint, please do let us know.

We will;

- always listen to what you have to say
- keep you informed about our progress and provide you with a prompt response.
- provide clear, evidence-based reasons for our decisions and ensure those decisions are proportionate, appropriate and fair
- explain how you can escalate your complaint
- Acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate.
- Tell you what we've learnt and any changes made to services, guidance or policy as a result of the complaint.
- Keep a record of confirmed complaints, outcome of each investigation and the reasons for related decisions, and report this to the Senior Management Team and Board of Trustees and in our annual accounts.

ClientEarth is a charity with limited resources, and we must use these in the most effective way possible. Therefore, we cannot respond to complaints that do not relate directly to ClientEarth.

On rare occasions, ClientEarth may decide not to respond to complaints. These include;

- When a complaint is about something that ClientEarth has no direct connection to. We may choose to reply to clear our name, but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points, but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced, or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- ClientEarth cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

## Who else can help?

ClientEarth is a member of the UK Fundraising Regulator (FR) and is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has been unresolved by us, then the FR can investigate your complaint.



You must contact them within two months of receiving your response from us.

Fundraising Regulator

CAN Mezzanine  
2nd Floor  
49-51 East Road  
London  
N1 6AH

Tel: 0300 999 3407

Alternatively, if your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below:

The Charity Commission  
PO Box 1227  
Liverpool  
L69 3UG

0845 3000 218

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)