Ryedale Environment Group

Ryedale Environment Group – Charity no 1202762

What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by REG, its trustees, members or volunteers, or those acting on its behalf, affecting an individual.

Upon receipt of any complaint, REG will look at the issues contained within the complaint. If we think we can resolve your concern we will contact you to discuss this with you with the hope of resolving your issue.

If we cannot, your complaint will be dealt with in the following way.

How will we investigate

This is the formal stage, and we will acknowledge receipt of your complaint within **five** working days. Our acknowledgement can be made verbally or in writing and will include:

- confirmation that your complaint has been received and if possible, the name and contact details of the investigator, however this may not be possible in all cases
- date or timeframe by which you can expect to receive a response

Our policy is to respond in full to you within **15** working days of receipt of your complaint, wherever possible.

If we cannot respond in full within the acknowledged timescale, we will provide you with updates at least every two weeks. These will detail the reason for the delay and when you can expect to receive a response.

The investigator may need to ask you for further information to assist with their investigation.

Our response will be provided by email, or by telephone

Who regulates us?

We are a Charitable Incorporated Organisation (CIO) registered with the Charity Commission. Our registration number is 1202762

Please contact us

We are a small charity run by volunteers please in the first instance contact us online by email RyedaleEG@hotmail.com. Separate email address?