



The Clean Planet Trust

PURE the Clean Planet Trust  
Registered charity Number 1112249



## Complaints Procedure

We encourage our donors to keep us informed of their views and welcome comments and feedback about our charity

This document sets out a summary of the complaints process adopted by PURE to ensure that all complaints are resolved quickly and efficiently.

### What is a complaint?

Comments or feedback that are considered negative will be treated as a complaint.

### How are complaints received?

Complaints can be made through the PURE web site, via E-mail, letters, telephone calls, third parties, and the press.

### Recording complaints

The following basic information will be required to process the complaint:

- Name of organisation(if applicable)
- Complainant details – salutation, first name, surname
- Complainant address and post code
- Complainant phone and e-mail contact details
- Date complaint received
- Date complaint acknowledged
- Record details of complaint

### Complaints made by phone:

The basic information required to record the complaint will be collected and the relevant facts noted. We will try to resolve the complaint over the phone. If this is not possible the complaint will be acknowledged in writing within 14 days and investigated and dealt with within 30 working days.

### Complaints made in writing by post or e-mail:

The complaint will be acknowledged in writing within 14 days, together with confirmation that the complaint will be resolved within 30 working days. Further information may be requested during this period in order to progress the complaint.

### The outcome:

If the complaint is justified, we will write to the complainant to apologise and confirm that the complaint has been used to improve future practice or fundraising activities. Action will be taken to prevent any recurrence of the problem.

If the complaint is not justified, we will write to the complainant to explain that although their views have been considered and their complaint taken seriously, our practices or fundraising activities will not be changing. Our reasons will be set out in the letter.

If the complaint is concerning a fundraising issue, then the complainant may contact the Fundraising Standards Board within two months of receiving the final response to the complaint from PURE.

If you require any further information or wish to make a complaint please contact us :

PURE the clean Planet Trust  
B17/114 BRE  
Bucknalls Lane  
Garston  
Watford WD25 9XX  
Tel: 0845 873 2429  
E-mail: [info@puretrust.org.uk](mailto:info@puretrust.org.uk)

Please mark your complaint for the attention of Lynn Draine