

## TREELINK STIRLING COMPLAINTS PROCEDURE



TreeLink aims to provide a high quality, safe, enjoyable and rewarding experience for its volunteers. If you feel that TreeLink is not achieving these aims, please inform us. We have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

- In the first instance, please raise any issues with the relevant person e.g. the person responsible for the TreeLink event that you were attending. This may be all that is needed.
- If you do not wish to do this or if you are not satisfied with the initial response please contact TreeLink Stirling via our website. The issue can then be dealt with by the Board of Trustees.
- We may be able to deal with your complaint straight away. If the matter is more complicated, you will receive at least an initial response within five working days.
- All complaints will be logged and reported to the Board of Trustees.