



TreeLink Comments and Complaints Procedure

STIRLING

Do you want to comment or complain about TreeLink Stirling?

Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you. You can contact us by emailing treelinkstirling@outlook.com. We will handle all comments and complaints sensitively. We will record your complaint and follow relevant data protection requirements. We will use the information to try to resolve any concerns and to help us improve our services.

What to do

First, speak to the trustee leading the project or event you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach the trustee directly then email TreeLink and request an opportunity for a confidential discussion with the chair or vice chair of TreeLink.

What TreeLink will do

We will respond to you within 10 working days. We will tell you who is dealing with the issue. We aim to resolve complaints within a month. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by emailing TreeLink and asking for the Board of Trustees reconsider the response. The decision of the board is final.

What if I am unhappy about an individual's behaviour?

If your concern is about the way that you (or others) have been treated by an individual associated with TreeLink, it may be more appropriate to use the grievance procedure.

Overall responsibility for the monitoring and review of this statement lies with the Chair of Trustees.

Implementation and adherence to this policy is the responsibility of all trustees and other volunteers within the organisation.