Comments and Complaints Procedure

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 you provide to try to resolve any concerns and to help us improve our operation.

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 Stirling and request an opportunity for a confidential discussion with the chair or vice chair of TreeLink Stirling.

What TreeLink will do
We will respond to you within 10 working days. We will tell you who is dealing with the issue. Where a complaint is made, we will aim to resolve it within a month. We aim to resolve complaints within a month. If the matter might take longer to investigate, we will contact you to tell you when you can expect a response from us.

What if I've made a complaint and 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 setting out your concern and the reasons for your appeal and asking for the full Board of Trustees reconsider the matter. The decision of the board is final.

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

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

Review date: March 2028