

Dream for Trees

Complaints Policy

Charity no. 1194456 | dreamfortrees.com

Date approved by Board: [DATE]

Next review date: [DATE]

Policy statement

Dream for Trees is committed to accountability and welcomes feedback. Responding to complaints is an important part of improving the quality of our work. We take all complaints seriously and aim to handle them fairly, promptly and confidentially.

What is a complaint?

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by Dream for Trees or its staff and volunteers. It is distinct from:

- A general enquiry about our work
- A request for information
- A request to update your contact details or unsubscribe from communications

Complaints relating to safeguarding concerns or serious incidents such as fraud will be handled under our Safeguarding Policy or relevant procedures.

Who can make a complaint?

Anyone can make a complaint: supporters, partner organisations, volunteers, communities we work with, or any member of the public. Complaints by staff are handled under our internal workplace procedures.

How to make a complaint

We hope most concerns can be resolved informally. Please contact us in the first instance and we will do our best to address your concern directly.

If you wish to make a formal complaint, please write to us by email. We will acknowledge your complaint within five working days and aim to provide a full response within 28 days.

Email: connect@dreamfortrees.com

What happens next?

Formal complaints are reviewed by a trustee not involved in the matter. We will investigate and respond in writing. If you are not satisfied with our response, you may escalate your complaint to the Charity Commission at [gov.uk/complain-about-charity](https://www.gov.uk/complain-about-charity).

Confidentiality

We treat all complaints confidentially. Information will only be shared with those who need it to investigate and resolve the matter.

