

# Complaints procedure

We are happy to receive your honest comments, and would far rather that you told us than felt unhappy or uncomfortable about anything that we do. There are a number of ways you can get in touch with us.

As a member of the Fundraising Standards Board, we commit to the Fundraising Promise: to always work to high standards, and to be open, fair, honest and legal.

We will always treat complaints seriously, and deal with them properly. We will try to resolve any complaints quickly and we aim to learn from our complaints to make our working practices better.

Your complaint will always be treated with the strictest confidence.

## **What to do if you have a complaint**

If you are a member business or partner of ours, and have a complaint about either our level of service or the conservation project you are supporting, please let us know as soon as possible by telephoning, emailing or writing to:

Claire Chapman  
General Manager  
The Tourism and Conservation Partnership  
Fisherbeck Mill  
Old Lake Road  
Ambleside  
LA22 0DH

015394 34630 or 07917 649428

[claire@ourstolookafter.co.uk](mailto:claire@ourstolookafter.co.uk)

Our office is open 9am to 5.30 Monday to Friday

If you are a customer of one of our members and your complaint is regarding either the fundraising activity of the member business, our level of service or the conservation project you are supporting, please contact us, stating the name of the business or conservation project in question.

## **What happens next?**

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always

acknowledge your complaint within 7 days, and do everything we can to resolve it with 21 days. If this is not possible, we will explain why and give a new deadline.

**What if the complaint is not resolved?**

If you are not happy with our response then you can write to the Chairman of the Board, Ms C. Collier at the address above. Your complaint will be reviewed by the Board of the Tourism and Conservation Partnership, and you will receive a response in writing within 30 days.

**If you are still unsatisfied with the response?**

You may choose to take the matter to the Fundraising Standards Board, which exists to help you give with confidence to charities. The FRSB exists to deal with public complaints about fundraising activity. They can be contacted at:

Fundraising Standards Board,  
Hampton House,  
20 Albert Embankment,  
London,  
SE1 7TJ

0845 402 5442

[www.frsb.org.uk](http://www.frsb.org.uk)