



Complaints Procedure

At the Worcestershire Woodland Project our aim is to ensure everyone is happy and for your time with us to be an enjoyable one.

We are committed to providing a high-quality service to all our participants. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact the project leader (Michael Maguire) with the details, this can be done via a number of ways:

- By discussing in person with Mike
- By telephone on 07854 528418
- By email at worcswoodland@gmail.com
- By post to The Worcestershire Woodland Project, Keepers Cottage, Spetchley, Worcester. WR5 1RS
- By posting anonymously in our complaints box situated in the Churchill woods workshop or Craft Lab.

Once we have received your complaint it will be entered into our complaints file, together with the details regarding the date and action to be taken. Any action completed will be documented. All complaint information will be handled sensitively involving only those who need to know and following any relevant data protection requirements.

If your complaint can be rectified by the project leader, it will be dealt with within 14 days and you will be informed.

If your complaint cannot be rectified by the project leader or is about the project leader, it will be forwarded on to Sarah Child (Director 07811150654 or email and address as above). We will respond to the complaint within 14 days.

This procedure is reviewed and updated as required.

Review schedule

Review date	Reason for review	Detail of amendments	Reviewers	Next review due
07/02/2019	policy out of date	New policy written more bespoke to WWP. Old policy was when part of Wyre Comm Land Trust	S.Child & M.Maguire	07/02/2020