



South Bedfordshire Friends of the Earth

South Bedfordshire Friends of the Earth Complaints Procedure

If for any reason you are unhappy with any of South Bedfordshire Friends of the Earth facilities or services or the manner and approach of its members and the volunteers working alongside the members, the following tells you what you can do to help South Bedfordshire Friends of the Earth improve its service to you.

Not satisfied?

Talk or write to the Member of South Bedfordshire Friends of the Earth responsible for providing the service or with whom you interacted, so that your problem may be dealt with immediately. If you do not have their details, then contact the Coordinator of South Bedfordshire Friends of the Earth.

Still not happy?

Put your complaint in writing to the Co-ordinator of South Bedfordshire Friends of the Earth, or, if your complaint is against the Co-ordinator of South Bedfordshire Friends of the Earth, the committee of South Bedfordshire Friends of the Earth via Ken Barry and Roy Walker whose details are on the website.

What will happen next?

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

Still not satisfied?

Write to the Co-ordinator of South Bedfordshire Friends of the Earth or the committee of South Bedfordshire Friends of the Earth asking that the matter be placed on the agenda of the next formal meeting of the committee. The Coordinator will, in normal circumstances, acknowledge your request within 5 working days of receiving it.

What happens then?

The committee at its next meeting will discuss the complaint and will then reply to you within 5 working days of the meeting. The decision of the committee will be final.