

# Complaints Procedure

## **Background**

Econet is an independent conservation group whose aim is to conserve and promote awareness and enjoyment of the natural environment in public open spaces and other sites throughout the Reading area.

All members of Econet are volunteers.

## **Policy**

Any complaint regarding Econet should be addressed to an appointed officer who, in consultation with other members of the group, will investigate and respond within 14 days. The appointed officers including their contact details are to be found on the *Contacts* page of our website [www.econetreading.org.uk](http://www.econetreading.org.uk).

If no resolution satisfactory to all parties can be agreed, Econet will seek the appointment of a mutually acceptable third party to arbitrate.

Please note, in order to ensure Econet complies with the terms and conditions of its Public Liability and Personal Accident Insurance, the group cannot admit liability in any circumstance.

## **Review**

Econet will regularly review this procedure and make whatever changes may be deemed necessary at that time.

## **Web Address**

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

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