

Complaints and Feedback

Compost London CIC strives to deliver a consistently high standard of work to achieve the best possible outcomes for the community groups, voluntary organisations, and social enterprises we exist to support with the resources available. All our work aims to be timely, good value, creative, and compliant with relevant legal requirements and best practice.

We always welcome constructive feedback, as this helps us to continuously reflect on and learn from our practice and improve our services. To achieve this, we will actively request feedback routinely at key intervals and/or upon completion of a piece of work.

However, if you are unhappy with any aspect of the service Compost London offers, please let us know as soon as possible. You may do this by raising the matter with the team member(s) who are working with you in the first instance and they will strive to address your concerns. The sooner we are aware of a problem, the sooner we can work to remedy it.

If a matter is not resolved to your satisfaction, please contact one of the Directors at: info@compostlondon.org.uk.

Please detail the nature of the problem, how you would like it to be resolved, and any other information which you believe to be relevant. The Directors will acknowledge your concerns within one week of receiving the complaint; will investigate the matter further; and seek to resolve it within 30 days of receiving your comments. They will communicate their findings and decision to you in writing.

If you remain dissatisfied, we would encourage you to contact the appropriate regulatory authority.

Date for review: June 2021