

## **Friends of the Earth - Complaints Procedure (general)**

Whilst the terms of the agreement with the ELM requires complaints to be dealt with by the ELM, complaints regarding the lottery can be made directly to Friends of the Earth by contacting our dedicated supporter care team on 020 7490 1555 or by email at [info@info.co.uk](mailto:info@info.co.uk). As well as the process outlined in the lottery specific complaints policy, any additional complaints will be dealt with in accordance with our general pre-existing complaints policy, summarised below.

If we are contacted by phone, we will try to resolve the issue there and then. If we receive a complaint by email or in writing we will always acknowledge the complaint within 5 working days, and try to resolve it within 20 working days. Every complaint will be taken seriously and fully considered by Friends of the Earth in order that a satisfactory resolution can be achieved.

If the complainant is not happy with our response then the complainant is encouraged to contact the Friends of the Earth's Complaints Coordinator in writing. The complaint will be reviewed by a member of our Senior Leadership Team and Friends of the Earth will respond in writing within 14 working days. If for any reason the complainant is still unhappy, then they are encouraged to contact the Chief Executive in writing.