



External Complaints Policy and Procedure

March 2026

1. Our commitment

We want everyone who works with Entrust to feel confident in the way we carry out our regulatory role. If we fall short of your expectations, we want to hear from you.

We take all complaints seriously. We will:

- listen openly and respectfully
- respond promptly
- explain our decisions clearly
- learn from feedback to improve our services
- treat people fairly and without prejudice

This policy explains how you can raise a complaint with Entrust and how we will respond.

2. What this policy covers

This policy covers complaints about:

- the service you have received from Entrust
- the way we have communicated or handled an issue
- the conduct of our staff
- delays, errors or administrative issues

This policy does **not** cover:

- disagreements with regulatory decisions where a separate review or appeal process exists
- complaints about another Environmental Body or organisation
- Freedom of Information (FOI) or Data Protection issues (these follow separate processes)

If you are unsure whether your concern is a complaint, please contact us — we will guide you to the right place.

3. What we mean by a complaint

A complaint is **any expression of dissatisfaction** about Entrust or the service we provide — whether or not you use the word “complaint”.

We welcome all feedback, large or small.

4. How to raise a complaint

You can contact us in the way that suits you:

- **Email:** communications@entrust.org.uk
- **Phone:** 01926 488300

- **Post:** Entrust
First Floor, Black Country House,
Rounds Green Road,
Oldbury, B69 2DG.

Tell us:

1. What happened
2. When it happened
3. Who was involved (if known)
4. What you would like to happen next

We will keep your information confidential and handle your complaint in line with data protection requirements.

5. How we handle your complaint

Step 1: Quick resolution (informal stage)

Most complaints can be resolved quickly. A member of the team will:

- acknowledge your complaint within **2 working days**
- try to resolve the issue straight away, or
- direct it to the most appropriate person to respond

If we can give you a full response at this stage, we will.

Step 2: Formal complaint

If the issue is more complex, or if you ask for a formal review, we will:

- record your complaint in our central log
- investigate the matter fairly and impartially
- provide a full written response within **10 working days**

If we need more time, we will explain why and tell you when you can expect a full response.

Our response will:

- set out what we have found
- explain any action we will take
- tell you what you can do if you remain unhappy

Step 3: Review by the Chief Executive

If you disagree with our response, you can ask for the matter to be reviewed by Entrust's **Chief Executive (CE)**.

The CE will consider all the information and may seek further clarification if needed. You will receive a written outcome explaining:

- the CE's decision
- the reasons for that decision
- any actions we will take
- what to do if you still disagree

6. Final appeal

If you remain dissatisfied after the CE's review, you can ask for an appeal to the **Entrust Board**.

An appeal must be in writing. The Board (or a delegated panel) will consider whether the complaint has been handled fairly and in line with this policy. This is the final stage of Entrust's complaints process.

7. What you can expect from us

Throughout the process, we will:

- communicate clearly and respectfully
- take a proportionate approach
- provide reasons for our decisions
- acknowledge when we get things wrong
- explain what we have learned and how we will improve
- keep good records of all complaints and outcomes

8. Unreasonable behaviour

We are committed to treating everyone with courtesy and respect, and we expect the same in return.

We may restrict contact if behaviour becomes abusive, aggressive, or persistent in a way that prevents us from carrying out our work effectively.

Any such decision will be proportionate and clearly explained.

9. Learning from complaints

We regularly review complaint themes to identify improvements in our processes, guidance or the way we work with stakeholders.

Complaints provide valuable insight and help us strengthen trust in our regulatory activity.

10. Review of this policy

This policy will be reviewed every two years or sooner if required.