



## Complaints Guidance

If you would like to make a complaint to DENS, you can contact us using any of the below methods:

- Fill in our ['contact us' form online](#)
- Email [complaints@dens.org.uk](mailto:complaints@dens.org.uk)
- Write to us at: Bury Lodge, 1 Queensway, Hemel Hempstead, Herts, HP1 1HT

The process is the same for complaints about our work, our Fundraising activities and our communications. Complaints should include the complainant's name, contact details and a clear description of the issue or incident that is the subject of the complaint. They must be submitted within a reasonable timeframe after the incident or issue occurred, preferably within 30 days.

Your feedback is treated as confidential and can be anonymous if you wish, but if you don't include your contact details, we won't be able to discuss any concerns with you. If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint.

Once received, our aim is for one of our team to get in touch with you as soon as possible. It may take us a little longer during our busy times, but we will always respond using the contact details you give us.

Our [Complaints Procedure](#) covers a wide range of potential situations, however where possible we will try to deal with a complaint informally before invoking the full process.