

Complaints Procedure

Calvert Trust Kielder is anxious to ensure that your stay with us is a happy one so we would like to hear from you if you have any complaints or comments during your stay. By letting us know immediately you will help us to help you. Set out below is our formal complaints procedure.

Step 1

If you are unhappy with any aspect of Calvert Trust Kielder please discuss the issue with either a member of our Guest Services team, located in the main centre office.

Problems or complaints of a minor nature can be conveyed to any member of the staff team.

Step 2

Should you remain dissatisfied please ask to speak with a member of the management team, who will be happy to discuss your problem or complaint.

Step 3

If you remain dissatisfied you can refer the complaint in writing to:

Director of Operations
Calvert Trust Kielder
Kielder Water & Forest Park
Hexham
Northumberland
NE48 1BS

Complaints about Social Services mal-administration can be addressed to your Local Authority via their complaints procedure

Or alternatively contact the Government Ombudsman:

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614
Fax: 024 7682 0001

We will endeavor to remedy any difficulties you may have as soon as possible.

Thank you for helping us to help you.

Kevin Appleby
Director of Operations