

## **External Complaints Policy**

### **1. General complaints**

Worcestershire Wildlife Trust wants to exceed expectation in everything we do. However, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop our approach. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints and feedback to help us to improve what we do.

### **Confidentiality**

All complaint information will be handled sensitively, in line with relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy lies with Colin Raven, Director of Worcestershire Wildlife Trust, however day to day implementation is delegated to relevant staff members.

### **How to make a complaint**

Complaints should where possible be in writing and sent to:

Worcestershire Wildlife Trust, Lower Smite Farm, Smite Hill, Hindlip WR3 8SZ

or

email : [enquiries@worcestershirewildlifetrust.org](mailto:enquiries@worcestershirewildlifetrust.org)

All correspondence will be kept secure in a complaints file available only to those investigating the complaint.

We aim to acknowledge receipt of any complaint within 5 working days of it being received. Should it be required, we would aim to provide a more detailed response (if needed) within 20 working days.

### **2. Complaints about fundraising**

Worcestershire Wildlife Trust is committed to the highest standards in fundraising practice. As such, we have signed up through the Fundraising Regular to adhere to the voluntary Fundraising Code of Practice. If your complaint relates to fundraising and you feel it remains unresolved then the Fundraising Regulator can investigate your complaint. You must contact them within two months of receiving your response from us. You must submit a complaint to us first before the Fundraising Regular will investigate a complaint.

Fundraising Regulator  
2nd floor  
CAN Mezzanine Building  
49-51 East Road  
London

N1 6AH  
0300 999 3404  
[enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)



### 3. Further assistance

Further assistance with regards to any complaint can be sought from the following organisations:

Charity Commission (*England & Wales*)  
PO Box 1227 Liverpool  
L69 3UG  
0845 3000218  
[www.charity-commission.gov](http://www.charity-commission.gov)

The Scottish Charity Regulator  
2<sup>nd</sup> Floor  
Quadrant House  
9 Riverside Drive  
Dundee  
DD1 4NY  
[info@oscr.org.uk](mailto:info@oscr.org.uk)

Charity Commission for Northern Ireland  
257 Lough Road  
Lurgan  
Craigavon  
BT66 6NQ  
[admin@charitycommissionni.org.uk](mailto:admin@charitycommissionni.org.uk)

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
0303 123 1113  
[casework@ico.org.uk](mailto:casework@ico.org.uk)