

External Complaints Policy

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 and GDPR requirements.

Responsibility

Overall responsibility for this policy lies with the Chief Executive 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@worcestershirowildlifetrust.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 five 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.

Complaints about fundraising

Worcestershire Wildlife Trust is committed to the highest standards in fundraising practice. As such, we have signed up through the Fundraising Regulator 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 Regulator will investigate a complaint.

Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT.

Phone: 0300 999 3407 (Monday to Friday, 9:30 am – 4:30 pm)

Email: complaints@fundraisingregulator.org.uk (for complaints) or

admin@fundraisingregulator.org.uk

<https://www.fundraisingregulator.org.uk/>

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

Charity Commission (England & Wales)

PO Box 211

Bootle

L20 7YX

0300 066 9197

No email – online form available at

<https://forms.charitycommission.gov.uk/Raising-Concerns/>

<https://www.gov.uk/government/organisations/charity-commission>

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

0303 123 1113

Make a complaint - <https://ico.org.uk/make-a-complaint/>

casework@ico.org.uk

<https://ico.org.uk/>

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