#### Wiltshire Wildlife Trust: Complaints Policy

**1. General complaints**

Wiltshire Wildlife Trust want to exceed your 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 complaints procedure that is fair, 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 train everyone at Wiltshire Wildlife Trust to know what to do if a complaint is received.
* To investigate all complaints fairly and in a timely way, and, where appropriate, to forward the complaint to other relevant Wildlife Trusts and/or RSWT for action.
* To resolve complaints to the satisfaction of all parties as far as possible, and to manage relationships with complainants courteously and positively.
* To maintain a complaints log of all complaints received.
* To learn from complaints and feedback to help us to improve.

 Confidentiality

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

 Responsibility

Collective responsibility for this policy and its implementation lies with the Senior Leadership Team.

**How to make a complaint**

Complaints should where possible be in writing and sent to:

Wiltshire Wildlife Trust

Elm Tree Court

Long Street

Devizes

Wiltshire

SN10 1NJ

info@wiltshirewildlife.org

# 2. Complaints about fundraising

Wiltshire Wildlife Trust is registered with the Fundraising Regulator and is committed to the highest standards in fundraising practice.

In accordance with the Fundraising Regulator’s Complaints Policy[[1]](#footnote-1), a complaint must be made to Wiltshire Wildlife Trust within 12 weeks of the fundraising incident or communication of which the complaint is made.

If after four weeks following the complaint, the matter has not been addressed or you do not feel that your concerns have been resolved satisfactorily by Wiltshire Wildlife Trust, you can refer your complaint to the Fundraising Regulator (England & Wales only). Concerns should be raised with the Fundraising Regulator within eight weeks following the complaint.

Fundraising Regulator

1st Floor

10 St Bride Street

London

EC4A 4AD

0300 999 3404

enquiries@fundraisingregulator.org.uk

Further assistance with regards to your complaint about fundraising can be sought from the following organisations:

Charity Commission

PO Box 1227 Liverpool

L69 3UG

0845 3000218

[www.charity-commission.gov](http://www.charity-commission.gov)

For further assistance with complaints regarding information rights practices (data protection), advice can be sought from the Information Commissioner’s Office, whose remit covers the UK.

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

0303 123 1113

casework@ico.org.uk

1. <https://www.fundraisingregulator.org.uk/wp-content/uploads/2016/06/Complaints-Investigations-and-Remedies-Policy-December-2016.pdf> [↑](#footnote-ref-1)