GOV_P3 Complaints Policy

Policy

Herts and Middlesex Wildlife Trust wants 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 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.
- All complaint information will be handled sensitively, in line with relevant data protection requirements.
- Complaints will be acknowledged within 3 days and responded to without undue delay.

Responsibility

Overall responsibility for this policy and its implementation lies with the **Chief Executive.**

How to make a complaint

Please contact us:

HMWT, Grebe House, St Michael's Street, St Albans, AL3 4SN
01727 85890
info@hmwt.org

Our office hours are Monday – Friday, 9am – 5pm.

The Response You Can Expect

What we will do:

- All complaints will be logged on a central register.
- All complaints will be investigated thoroughly and fairly.
- We will acknowledge your complaint on receipt and within 3 working days, setting out who is dealing with the complaint and when a response can be expected.
- We will respond with the outcome of any investigation within 30 days. If we anticipate that the investigation will take more than 30 days, then we will let you know.
- Where the Trust is at fault, we will endeavour to put things right as quickly as possible.
- If you are not satisfied with the confirmed outcome you may choose to refer your complaint in writing directly to the Chief Executive or the Chair of Trustees.

There are times when we may choose not to respond to a complaint at all:

- When a complaint is about something to which the Trust has no direct connection.
- When a complaint has only a very broad connection to something that the Trust is working on but is not something on which we have control or influence, for example political issues.
- When someone unreasonably pursues a complaint that we have already responded to.
- When a complaint is incoherent or illegible.
- When it is not clear whether a comment (made on social media for example) is classified as a formal complaint and clarification is not possible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- The Trust cannot respond to complaints made anonymously. However, we may still investigate the complaint and use the information to improve in any way that we can.

We may direct the following types of contact to the police, and this may result in action by them:

- When a complainant is being abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a Trust member of staff, trustee or volunteer.

Who else can help?

If you are not completely satisfied with the outcome of your complaint or how it has been handled by members of our team, there are external bodies that can review your complaint and our handling of it.

The Charity Commission, PO Box 1227, Liverpool, L69 3UG
0845 3000 218
www.charity-commission.gov.uk

Complaints about our Fundraising

The Trust is registered with the Fundraising Regulator and is committed to the highest standards in fundraising practice. You can read our fundraising promise here.

Complaints should be made to the **Director of Development** at the Trust within 12 weeks of the fundraising incident or communication about which the complaint is made.

Director of Development

Telephone: 01727 858901

Email: info@hmwt.org

Grebe House, St Michael's Street, St Albans, AL3 4SN

Our office hours are Monday – Friday, 9am – 5pm.

If you do not feel that your concerns have been resolved satisfactorily by the Trust then you can refer your complaint to the Fundraising Regulator. In accordance with the Fundraising Regulator's Complaints Process, concerns should be raised with the Fundraising Regulator within two months of our final response to the complaint.

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW
0300 999 3407
www.fundraisingregulator.org.uk

Complaints about how we look after your personal data

We are committed to keeping your personal details safe. For information on how and why we use your personal data, please see our Privacy Policy.

Complaints should be made to the **Director of Development** at the Trust within 30 days of the incident or communication about which the complaint is made.

Director of Development

Telephone: 01727 858901

Email: info@hmwt.org

Grebe House, St Michael's Street, St Albans, AL3 4SN

Our office hours are Monday – Friday, 9am – 5pm.

If you have made a complaint about how we capture, use or store your personal data, and you do not feel that your concerns have been resolved satisfactorily by the Trust you can contact

the Information Commission, whose remit covers the UK, by visiting the dedicated ICO webpage.

We update this policy periodically