



Leicestershire and Rutland Wildlife Trust Complaints Policy

1. General complaints

Leicestershire and Rutland Wildlife Trust sets itself high standards in its operations, and we work hard to meet those standards. We therefore take complaints very seriously.

A formal complaint about something done by the Trust, or by its staff or volunteers, will be dealt with under the Trust's complaints policy.

Our policy is to:

- provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- make sure everyone in our organisation knows what to do if a complaint is received.
- make sure all complaints are investigated fairly and in a timely way.
- make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- 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 and its implementation lies with the Trusts CEO.

How to make a formal complaint

Formal complaints should be in writing and sent to:

The CEO
Leicestershire and Rutland Wildlife Trust
The Old Mill
9 Soar Lane
Leicester
LE3 5DE

All formal complaints will be investigated and responded to within four weeks of receipt.

2. Complaints about fundraising

Leicestershire and Rutland 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 Policy¹, a complaint must be made to Leicestershire and Rutland Wildlife Trust within 12 weeks of the fundraising incident or communication of which the complaint is made.

¹ <https://www.fundraisingregulator.org.uk/wp-content/uploads/2016/06/Complaints-Investigations-and-Remedies-Policy-December-2016.pdf>

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 Leicestershire and Rutland Wildlife Trust, you can refer your complaint to the Fundraising Regulator. Concerns should be raised with the Fundraising Regulator within eight weeks following the complaint.

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

Further assistance with regards to your complaint about fundraising can be sought from

Charity Commission
PO Box 211
Bootle
L20 7YX
0300 066 9197
<https://www.gov.uk/government/organisations/charity-commission>

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