

Policy Ref:	CWT-11
Name:	COMPLAINTS PROCEDURE
Originally approved	August 2017
Version:	2023-v1
Approved by Board	February 2024
For review:	2027



COMPLAINTS PROCEDURE

Our promise to you

- We will acknowledge receipt of the complaint. The acknowledgement will say who is dealing with the complaint and when you can expect a reply
- We will investigate the complaint thoroughly and fairly
- Normally we will write and tell you the outcome of our investigation within one month. Difficult complaints sometimes take a little longer. If so, we will keep you up to date with what is happening
- If we are at fault we will try to put things right as quickly as possible. In any case we will give you a full explanation

Cumbria Wildlife Trust is committed to giving a high quality service. Despite this commitment sometimes things will go wrong. When this happens we want to know about it, and to put things right where we can.

This procedure is intended for use by anyone who wishes to make a complaint about the Trust. Separate systems exist for employees and volunteers.

If you have a complaint, please tell us about it and help us to help you. Our complaints procedure is as follows:

Step 1 Contact the person who provided the service. We hope to sort out most problems on the spot. If you are not sure who to contact, or would like to speak to someone else, please contact our Director of Finance and Resources at our head office (contact details below) who will receive your complaint.

Step 2 If you are not satisfied with our initial reply, put your complaint in writing. Address it to the Chief Executive, who will investigate the issue thoroughly and will reply to you within one month.

Step 3 If you are still not satisfied with the outcome, contact the Chair of the Trust at the address below who will further investigate the issue and reply to you within one month.

Cumbria Wildlife Trust
Plumgarths
Crook Road
KENDAL
Cumbria
LA8 8LX
Tel: 01539 816300
email: mail@cumbriawildlifetrust.org.uk

If you are not satisfied with the Trust's responses, you may wish to refer your complaint to the Charity Commission or, for complaints relating to marketing and fundraising, the Fundraising Regulator (contact details below).

The Charity Commission for England and Wales
Harmsworth House 13-15 Bouverie Street London EC4Y 8DP Tel: 0300 066 9197
www.gov.uk/government/organisations/charity-commission

Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road London
N1 6AH
Tel: 0300 999 3407
www.fundraisingregulator.org.uk