



Norfolk Wildlife Services Ltd Complaints Policy

Our Policy

Norfolk Wildlife Services Ltd strives to deliver excellent services to our clients and other stakeholders. In the unfortunate event that you feel we have not met this standard we encourage you to let us know so that we can resolve the matter satisfactorily and can look to improve the ways in which we conduct our business.

Our Procedure

If you have a complaint, the first step is to raise it informally with your main NWS contact, either verbally or in writing. We would encourage you to raise the matter with them as soon as possible so that they can address your concerns and resolve the matter to your satisfaction as quickly as possible.

In the hopefully unlikely event that matters are still not resolved, we would ask that you make a formal complaint in writing, via email or letter, so that there can be no misunderstanding about the nature of your concerns. Please address this to the NWS Principal Ecologist (see addresses below).

Once we receive your complaint, we will take the following steps:

- 1) We will acknowledge your complaint within 5 working days of its receipt and inform you of who is dealing with your complaint.
- 2) We will look into your complaint, requesting further information if necessary.
- 3) Within 10 working days of your acknowledgement we will write to you to confirm the outcome of your complaint, including any action we propose to take as a result of the inquiry. If we are unable to meet this timescale we will notify you, explaining why, and setting a deadline by which you will hear from us again.

We hope that we are able to resolve your complaint satisfactorily but accept that there may be rare occasions when this may not be possible. All our relevant staff are members of the Chartered Institute of Ecology and Environmental Management (CIEEM) so if your complaint relates to the technical competence of one or more of our staff, you have recourse to CIEEM's professional conduct inquiry procedures at <https://cieem.net/resource/professional-conduct-inquiry-procedures/>.

However, if your complaint relates to our business services, invoicing and charges you should contact the Citizen's Advice Consumer Service (UK).

Norfolk Wildlife Services Ltd, Bewick House, 22 Thorpe Road, Norwich NR1 1RY
Email: office@norfolkwildlifeservices.co.uk
Phone: 01603 625540

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