



Norfolk Wildlife Trust Complaints Policy

1. General complaints

Norfolk Wildlife Trust takes complaints very seriously and we treat them as an opportunity to improve our performance. 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.
- To publicise the procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Norfolk Wildlife Trust knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way and a full response given within 28 days.
- To make sure that complaints are, wherever possible, resolved.
- To 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 Nik Khandpur, Head of Development

How to make a complaint

Complaints should, where possible, be in writing and sent to:

Norfolk Wildlife Trust
Bewick House
22 Thorpe Road
Norwich
NR1 1RY
Email: info@norfolkwildlifetrust.org.uk
Tel: 01603 625 540

We will acknowledge your complaint on receipt. Please note that we strive to respond to complaints within 7 days but complex complaints may require longer.



2. Complaints about fundraising

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

If your complaint relates to fundraising and you feel it remains unresolved by NWT then the Fundraising Regulator can investigate your complaint. You must contact them within 12 weeks of the fundraising incident.

Fundraising Regulator
2nd Floor, CAN Mezzanine
49-51 East Road
London, N1 6AH
0300 999 3407

www.fundraisingregulator.org.uk

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

Charity Commission (*England & Wales*)
PO Box 1227 Liverpool
L69 3UG
0845 3000218
www.charity-commission.gov

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
0303 123 1113
casework@ico.org.uk