



Suffolk Wildlife Trust

Brooke House
Ashbocking
Ipswich
IP6 9JY

01473 890089
info@suffolkwildlifetrust.org
suffolkwildlifetrust.org



COMPLAINTS POLICY & PROCEDURE

APPROVED NOVEMBER 2020

INTRODUCTION

We are Suffolk's nature charity. Action for wildlife, led by local people is our great strength and everything we do, and the way we do it, reflects this.

Our localness gives us a direct relationship with our members, volunteers, funders and the wider public. As keen observers of our day to day activity, they help to keep us true to our values and ensure accountability at every level of the organisation.

We welcome feedback, negative or positive, to help us do more to champion Suffolk's wildlife and inspire more people to get involved.

When handling complaints, we aim 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 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 data protection requirements.

HOW TO MAKE A COMPLAINT

If you have a complaint or other feedback you would like to share with us, please contact one of our team managers, as detailed below. We will respond to all complaints in a timely, respectful and honest way.

If our team managers are unable to resolve your complaint they will refer it to our Chief Executive, Christine Luxton

- **Chief Executive:** Christine Luxton
01473 890089 or christine.luxton@suffolkwildlifetrust.org
Suffolk Wildlife Trust, Brooke House, The Green, Ashbocking. IP6 9JY

If Christine is unable to resolve your complaint she will refer it to the Chair of our Board of Trustees.

1 - FEEDBACK ABOUT OUR NATURE RESERVES

Our nature reserves are Suffolk Wildlife Trust's pride and joy. If something is not as you would expect, please do let us know.

Please contact the Head of Conservation:

- **Head of Conservation:** Ben McFarland
01473 890089 or info@suffolkwildlifetrust.org

If our Head of Conservation is unable to resolve the issue, they will refer you to the Chief Executive.

2 - FEEDBACK ABOUT OUR LEARNING ACTIVITY AND EVENTS

Our team of Wild Learning Officers take pride in creating inspiring and inclusive opportunities to help people of all ages to get closer to nature, including school visits to our centres. If your experience is not as you would expect, we would like to know.

Please contact our Learning Manager:

- **Head of Learning:** Sara Holman
01473 890089 or info@suffolkwildlifetrust.org

If Sara is unable to resolve the issue, she will refer you to the Chief Executive.

3 - FEEDBACK ABOUT OUR PUBLICATIONS AND MEDIA ACTIVITY

We share news of our activities directly through our own publications, website and social media and indirectly through broadcast and print media. If something is not as you would expect, please do let us know.

Please contact our Communications Manager:

- **Communications Manager:** Sarah Groves
01473 890089 or info@suffolkwildlifetrust.org

If Sarah is unable to resolve the issue, she will refer you to the Chief Executive.

4 - FEEDBACK ABOUT OUR FUNDRAISING OR MEMBERSHIP ACTIVITIES

Our membership and fundraising activities support our conservation and learning activities across the county. Suffolk Wildlife Trust is registered with the Fundraising Regulator and endorses The Fundraising Promise.

If you have any concerns about the ways we fundraise or would like to offer feedback about one of our Fundraisers please do get in touch.

Please contact our Head of Income Generation:

- **Head of Income Generation:** Vacant – contact Christine Luxton
01473 890089 or info@suffolkwildlifetrust.org

If the Head of Income Generation is unable to resolve the issue, they will refer you to the Chief Executive.

If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication.

6 - FEEDBACK ABOUT OUR STAFF OR VOLUNTEERS

Our staff and volunteers are ambassadors for the Trust. If you have concerns regarding a member of our team, we would like to know.

Please contact our Head of Finance & Resources:

- **Head of Finance & Resources:** Ellie Daffern
01473 890089 or info@suffolkwildlifetrust.org

If Ellie is unable to resolve the issue, she will refer you to the Chief Executive.

REVIEW

Suffolk Wildlife Trust is committed to reviewing its policy and good practice annually or whenever new legislation or practice make it necessary.

Approved by SWT Leadership Team: November 2020

Author: Chief Executive (Christine Luxton)

Accountable: Chief Executive (Christine Luxton)