

OPERATIONAL POLICY – COMPLAINTS

APPROVED DECEMBER 2022

1. 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.

2. CONFIDENTIALITY

All complaint information will be handled sensitively, in line with data protection requirements.

3. 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:

- **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.

a) FEEDBACK ABOUT OUR NATURE RESERVES OR LANDSCAPE ADVICE TEAM

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 Director of Wildlife Conservation and Recovery:

- **Director of Wildlife Conservation and Recovery:** Ben McFarland
01473 890089 or teamwilder@suffolkwildlifetrust.org

If Ben is unable to resolve the issue, he will refer you to the Chief Executive.

b) FEEDBACK ABOUT OUR ECOLOGICAL CONSULTANCY

Our ecological consultancy, Wilder Ecology provides a professional service specialising in ecology, conservation and Biodiversity Net Gain. If something is not as you would expect, please do let us know.

Please contact the Wilder Ecology Manager: Johanna Green

- **Wilder Ecology Manager:** Johanna Green
01473 890089 or teamwilder@suffolkwildlifetrust.org

If Johanna is unable to resolve the issue, she will refer you to the Director of Wildlife Conservation and Recovery.

c) 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 the Head of Engagement:

- **Head of Engagement:** Sara Holman
01473 890089 or teamwilder@suffolkwildlifetrust.org

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

d) 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 the Head of Communications:

- **Head of Communications:** Sarah Groves
01473 890089 or teamwilder@suffolkwildlifetrust.org

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

e) 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 the Head of Income Generation:

- **Head of Income Generation:** Amy Rushton
01473 890089 or teamwilder@suffolkwildlifetrust.org

If Amy 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.

f) 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 the Head of Finance & Resources:

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

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

If your complaint is about our Chief Executive, Ellie will refer you to the Chair of the Board.

g) FEEDBACK ABOUT OUR BOARD OF TRUSTEES

If you would like to raise a concern regarding one of our Trustees, please contact the Chair of the Board c/o our Chief Executive:

- **Chair of the Board of Trustees:** James Alexander
c/o our Chief Executive: 01473 890089 or christine.luxton@suffolkwildlifetrust.org
Suffolk Wildlife Trust, Brooke House, The Green, Ashbocking. IP6 9JY

If your issue concerns our Chair, Christine will refer you to another Trustee.

4. 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: December 2022

Author: Chief Executive (Christine Luxton)

Accountable: Chief Executive (Christine Luxton)

APPENDIX 1 - REVISION HISTORY

Date of Change	Responsible	Summary of Change
December 2022	Chief Executive (Christine Luxton)	Updated personnel. Added 'Feedback about our Ecological Consultancy' Added 'If your complaint is about our CEO'
February 2021	Chief Executive (Christine Luxton)	Updated personnel. Added 'Feedback about our Board'