

# Essex Wildlife Trust Complaints Policy



**ESSEX**  
Wildlife Trust

## 1. General complaints

Essex Wildlife Trust wants to exceed your expectation in everything we do. However, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop our approach. 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 for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- 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 the Head of Marketing, Communications and Fundraising.

### **How to make a complaint**

Complaints should where possible be in writing and sent to:

Head of Marketing, Communications and Fundraising  
Essex Wildlife Trust  
Abbotts Hall Farm  
Great Wigborough  
Colchester  
CO5 7RZ

Email: [michelek@essexwt.org.uk](mailto:michelek@essexwt.org.uk)

## 2. Complaints about fundraising

If a complaint relates to fundraising the complainant may have gone to the Fundraising Regulator (FR) to investigate their complaint. If this happens their procedures have to be adhered to.

Fundraising Regulator  
CAN Mezzanine  
2<sup>nd</sup> Floor  
49-51 East Rd  
London, N1 6AH  
Tel: 0300 999 3407  
[enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

The Fundraising Regulator has been established to strengthen the existing regulatory system and ensure that fundraising by charities in the UK is conducted in a legal, open, honest, respectful and accountable way at all times.

The Fundraising Regulator:

1. Sets and promotes the standards for fundraising practice
2. Investigates cases where fundraising practices have led to significant public concern
3. Adjudicates complaints from the public about fundraising practice where these cannot be resolved by charities themselves.
4. Operates a fundraising preference service that allows individuals to manage their contact with charities.

They operate a three stage complaints process.

### **Stage 1**

They will give EWT 28 days to resolve an issue using its own internal complaints procedure. If the matter is unable to be satisfactorily resolved within that timeframe, either the complainant or EWT can request that the Fundraising Regulator investigates at Stage 2.

**NB. The Fundraising Regulator reserves the right to bypass Stage 1 and move straight to Stage 2 if it is considered that a complaint highlights a) a repeat offence, b) significant public harm or detriment, c) risk of undermining public confidence and/or d) a sector-wide issue.**

### **Stage 2**

The Fundraising Regulator carries out an independent investigation into a case to determine whether there has been a breach of the Code of Fundraising Practice, working with both the complainant and charity under investigation to reach a satisfactory resolution.

If a case cannot be resolved to the Fundraising Regulator's satisfaction at Stage 2, the case will be referred to the Fundraising Regulator 'adjudication committee' for an independent adjudication (Stage 3).

### **Stage 3**

The Fundraising Regulator adjudication committee reviews a case and determines whether or not to uphold a breach or breaches of the Code of Fundraising Practice. Its decision is final, will be made public within 14 days of the decision being made and constitutes the end of the process.

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](http://www.charity-commission.gov)