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

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

0303 123 1113

casework@ico.org.uk

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