



## **Norfolk Wildlife Trust Complaints Policy**

### **1. General complaints**

Norfolk Wildlife Trust and its subsidiary companies Norfolk Wildlife Enterprises and Norfolk Wildlife Services take 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 (and its subsidiary companies) 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 the Chief Executive Officer of Norfolk Wildlife Trust.

### **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](mailto: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 10 working 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  
50 Featherstone Street  
London  
EC1Y 8RT

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](mailto:casework@ico.org.uk)

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