

**Date Adopted by Board: 10<sup>th</sup> August 2018**

Document Status: *ADOPTED*

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File Ref: ADOPTED 180810 Customer complaints compliments Procedure



**Sheffield &  
Rotherham**

## Sheffield & Rotherham Wildlife Trust

# Complaints and Compliments Policy and Procedure

### Policy

Sheffield and Rotherham Wildlife Trust (SRWT) is committed to providing a high quality service across all our activities. Receiving and understanding complaints and compliments helps our organisation continuously improve our service.

It is therefore important to ensure that anyone can contact us to complain, to hold us to account, or to send in a compliment and know that these will be dealt with appropriately. To facilitate this we are committed to making this Complaints and Compliments Policy and Procedure publicly available.

Whilst we strive to provide excellent service in all that we do, we recognise that this may not always be the case. When we make a mistake we want to be informed, we would like the chance to put things right and ultimately to become more effective as a result. Equally, we want to recognise, celebrate and learn when we do something well.

Through this policy and procedure we aim to:

- Publicise our complaints and compliments procedure so that people know how to contact us to make a complaint or compliment
- Provide a fair complaints procedure that is clear, confidential and easy to use for anyone wishing to make a complaint
- Ensure that all complaints are investigated in a timely way
- Wherever possible, resolve a complaint and work to ensure relationships are repaired
- Celebrate compliments and recognise the staff and volunteers involved
- Gather and internally review the compliments and serious complaints we receive in order to help us improve what we do
- Provide a right to appeal if a complainant is unsatisfied with our initial response.

Our employees receive training on how to follow the Complaints and Compliments Policy and Procedure. This policy and procedure will be regularly reviewed.

## Making a complaint

1. Please note that irrespective of the procedure set out below, you can refer a complaint about Sheffield & Rotherham Wildlife Trust to the Charity Commission, 3rd & 4th Floor, 12 Princes Dock, Liverpool, L3 1DE **at any time** ([www.charitiescommission.gov.uk](http://www.charitiescommission.gov.uk)). The Charities Commission will expect you to raise your complaint with us first but you do not need to complete every stage of our complaints procedure before referring it to the Charities Commission
2. However, we ask that, if you do have a complaint, you give us the opportunity to put things right. We can resolve many problems on the spot if we know about them.
3. If you take part in any Trust activity or event and you are not satisfied with the service you receive, please try to speak to a member of our team there and then.
4. If you see some work the Trust is undertaking, for example on a Nature Reserve, and you are not happy about it, please try to speak to a member of our team on site.
5. If you are not happy about how one of our fundraisers has approached you, please raise this with them straight away.
6. If you have tried to resolve a problem as above but are still not happy with the response you have received, or this approach is not appropriate to your particular complaint, then please formally register your complaint with the Trust by:
  - Writing to us or visiting our offices at: Sheffield and Rotherham Wildlife Trust, Victoria Hall, 37 Stafford Road, Sheffield, S2 2SF. If writing please address your correspondence to the Marketing and Communications Manager.
  - Email: [mail@wildsheffield.com](mailto:mail@wildsheffield.com)
  - Phone: 0114 263 4335

*When contacting us, please highlight that you wish to make a formal complaint. Please also advise us if your complaint relates specifically to our fundraising activities, data protection, safeguarding or some other issue.*

7. On receipt of your complaint we will assign a member of staff who has not been directly involved in the matter to investigate and manage your complaint. We aim to acknowledge all complaints received within 7 working days from the date of receipt. The acknowledgement will inform you who is dealing with the complaint. The complaint will then be investigated; this will take the form of gathering information from relevant people and/or documentation that we hold. We may need to communicate with you further to understand your complaint in more detail.

Following our investigation, we will provide you with a written response that will include some or all of the following aspects:

- Comments addressing each aspect of the complaint
- An outline of our investigation and what we found
- A decision as to whether the complaint is upheld or not and therefore whether any further action is required to resolve the complaint

- Justification or rationale for the approach we have taken and details of any improvements we have made as a result.

We aim to provide this written response to you within 28 days of receipt of your complaint.

8. If you are not satisfied with our written response then please put your complaint in writing to the Chief Executive who will investigate the issue thoroughly. S/he will acknowledge receipt of your complaint within 7 working days and will aim to respond with a further reply within 28 days.

- Write to: The Chief Executive, Sheffield and Rotherham Wildlife Trust, Victoria Hall, 37 Stafford Road, Sheffield, S2 2SF
- Or email: The Chief Executive at [mail@wildsheffield.com](mailto:mail@wildsheffield.com)

*Please mark your correspondence as a Complaint for the attention of the Chief Executive.*

9. If you are still not satisfied with the response you have received from the Chief Executive, you have a final opportunity to appeal to the Trust's Board.

- Write to: The Chair, Sheffield and Rotherham Wildlife Trust at Victoria Hall, 37 Stafford Road, Sheffield, S2 2SF
- Or email: The Chair at [mail@wildsheffield.com](mailto:mail@wildsheffield.com)

*Please mark your correspondence as a Complaint Appeal for the attention of the Chair.*

The Chair or a delegated Trustee of the Board will investigate the issue thoroughly and acknowledge receipt of your complaint within 14 working days. The Chair or delegated Trustee will aim to respond with a further reply within 28 days of receipt of your complaint to the Chair.

10. And of course, if you are still not satisfied with how your complaint has been managed by the Trust, you can refer your complaint to the Charity Commission, 3rd & 4th Floor, 12 Princes Dock, Liverpool, L3 1DE at any time ([www.charitiescommission.gov.uk](http://www.charitiescommission.gov.uk)).

## **Sending a compliment**

We are proud of the work our staff and volunteers carry out and welcome your compliments. In the event of a compliment about our service we will ensure that your comments are passed on to the appropriate individual, and, if appropriate, shared across the organisation.

If you wish to compliment a member of our team then please:

- Write to or visit our offices: Sheffield and Rotherham Wildlife Trust, Victoria Hall, 37 Stafford Road, Sheffield, S2 2SF
- Email: [mail@wildsheffield.com](mailto:mail@wildsheffield.com)
- Phone: 0114 263 4335

*Please let us know that you wish to pay a compliment and which member of staff or volunteer and/or the service received that you wish to praise.*