



Cumbria
Wildlife Trust

Complaints Procedure

Adopted by the Board of Trustees 2017

Due for revision 2022

Our promise to you

- We will acknowledge receipt of the complaint. The acknowledgement will say who is dealing with the complaint and when you can expect a reply.
- We will investigate the complaint thoroughly and fairly.
- Normally we will write and tell you the outcome of our investigation within one month. Difficult complaints sometimes take a little longer to sort out. If so, we will keep you up to date with what is happening.
- If we are at fault we will try to put things right as quickly as possible. In any case we will give you a full explanation.

Cumbria Wildlife Trust is committed to giving a high quality service. Despite this commitment sometimes things will go wrong. When this happens we want to know about it, and to put things right where we can.

This procedure is intended for use by anyone who wishes to make a complaint about the Trust. Separate systems exist for employees and volunteers.

If you have a complaint, tell us about it and help us to help you. Our complaints procedure is as follows:

- Step 1 Contact the person who provided the service. We hope to sort out most problems on the spot. If you are not sure who to contact, or want to speak to someone else please contact our Finance and Administration Manager at our main office who will receive your complaint.
- Step 2 If you are not satisfied with our initial reply; put your complaint in writing, in a letter or email. Address it to the Director, who will investigate the issue thoroughly and will reply to you within one month.
- Step 3 If you are still not satisfied with the outcome, contact the Trust's Chairman at the Trust's address below who will further investigate the issue and reply to you in one month.

Cumbria Wildlife Trust
Plumgarths
Crook Road
KENDAL
Cumbria
LA8 8LX

Tel: 01539 816300

E mail: mail@cumbriawildlifetrust.org.uk

If you are not satisfied with the Trust's responses, you may wish to refer your complaint to the Charity Commission (contact details below).

The Charity Commission for England and Wales

Harmsworth House

13-15 Bouverie Street

London

EC4Y 8DP

Tel: 0300 066 9197

www.gov.uk/government/organisations/charity-commission

Fundraising Regulator

2nd Floor

CAN Mezzanie Building

49-51 East Road

London

N1 6AH

Tel: 0300 9993407

www.fundraisingregulator.org.uk