

How to complain about our fundraising

Stage 1: Gloucestershire Wildlife Trust tries to resolve the complaint

Any complaints can be raised with Gloucestershire Wildlife Trust or The Fundraising Regulator.

- **How to complain**
Register the complaint with Gloucestershire Wildlife Trust (in writing by post, by email, in social media, or by phone) within three months of the incident occurring. We will provide you with a copy of the GWT complaints procedure and the Fundraising Promise within 14 days.
- **Complaint is made**
We will acknowledge the complaint in writing within 14 days.
- **Record of the complaint**
Gloucestershire Wildlife Trust will keep a record of the complaint for at least 24 months from the date the complaint was made and will make the record available for inspection by the Fundraising Regulator if required.
- **When the investigation is completed**
We will tell you of the outcome of the investigation in writing within 28 days of acknowledgement of receipt of the complaint.
- **If the outcome is not seen as satisfactory**
You can escalate the complaint by raising your concerns with The Fundraising Regulator within two months of receiving Gloucestershire Wildlife Trust's final response.

Stage 2: The Fundraising Regulator tries to resolve the complaint

If the complaint is not satisfactorily resolved, then it can be passed to the Fundraising Regulator. They will investigate the complaint and work with Gloucestershire Wildlife Trust and yourself to try to resolve the problem.

Once the Fundraising Regulator has received the complaint, they will contact us to inform us of the complaint and to gather information from us regarding the issue.

Gloucestershire Wildlife Trust will provide the Fundraising Regulator with any fundraising materials as necessary and will cooperate fully and comply with any remedy proposed by the Fundraising Regulator.

The Regulator will investigate the complaint and try to resolve it with all parties concerned within 30 days.

Stage 3: The Fundraising Regulator upholds or rejects a complaint

If you are still not satisfied with the outcome you can ask the Fundraising Regulator to adjudicate.

The Fundraising Regulator will review the complaint and report their conclusion within 60 days. The Regulator has the discretion to specify that either no further action is appropriate or to censure Gloucestershire Wildlife Trust and prescribe one or more sanctions. The Fundraising Regulator will try to pursue the case to a satisfactory conclusion for both parties.