

## **Gloucestershire Wildlife Trust**

### **Complaints Procedure**

#### **Introduction**

Gloucestershire Wildlife Trust (the Trust) is committed to ensuring that all of its activities are appropriate and responsible at all times.

Despite this commitment sometimes things can go wrong. When this happens, we encourage individuals to inform us so that we can try and resolve the issue as early as possible.

We have a set procedure for dealing with complaints when they do arise to ensure that they are dealt with fairly and appropriately and that we learn from any mistakes that may have been made.

#### **How to make a complaint – initial contact**

- You can telephone us on 01452 383333. Our phone lines are open Monday to Friday from 9.00am to 5.00pm. Outside of these hours you can leave a message and a contact number and someone will return your call the next working day.
- You can email us at [info@gloucestershirowildlifetrust.co.uk](mailto:info@gloucestershirowildlifetrust.co.uk)
- You can write to us at:

Gloucestershire Wildlife Trust  
Conservation Centre  
Robinswood Hill Country Park  
Reservoir Road  
Gloucester  
GL3 3LQ

Once we have received your complaint we will follow the procedure set out below.

#### **First stage**

When you contact us to make a complaint we will make a written record. We will try and resolve your complaint informally within 5 days and will inform you of what action we intend to take to resolve the problem or ensure that it does not happen again.

#### **Second stage**

If we cannot satisfactorily respond to your complaint informally we will ask you to put your complaint in writing, giving full details, unless you have already done so. This will enable us to ensure that we have recorded your complaint accurately. Once we have received your written complaint we will undertake an investigation. We will give you a written notification of the outcome of the investigation within fourteen days.

If for any reason it appears that the investigation will take longer we will notify you of the delay and our expected timescale for responding to you. We may need to contact you for further information.

You will be notified in writing of the outcome of the investigation and what action we propose to take.

### Third stage

If you are not satisfied with the outcome you should contact us again, asking for the complaint to be referred to the Chief Executive and outlining why you felt that your complaint has not been resolved appropriately and specifying what action would be acceptable to you.

We will refer your complaint to the Chief Executive and then notify you in writing of the outcome of their investigation and what further action we propose to take to resolve the matter.

