



Yorkshire
Wildlife Trust

Compliments, Comments & Complaints Policy & Procedures



Registered with
**FUNDRAISING
REGULATOR**

ywt.org.uk

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Statement of Purpose

This policy covers:

- Feedback about the governance, mission, values, strategy, objectives, policies, decisions, activities, quality, performance and behaviour of Yorkshire Wildlife Trust and its representatives.
- Feedback from all our stakeholders, a term which includes individuals, groups and communities, members, supporters, partners, suppliers and the wider public.

This policy does not cover:

- Feedback from our staff and volunteers, as this is covered by other policies.
- Contractual disputes.
- Comments made in the media or by similar third parties.
- Requests for information (including Subject Access Requests under the Data Protection Act 2018) or record amendments.

Our Policy

We care what you think and how you feel.

At Yorkshire Wildlife Trust we believe our stakeholders deserve the very highest standards from us in everything we do. However, we know that there may be times when we do not meet our standards. When this happens, we want to hear about it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again. Happily, we also know that sometimes we exceed your expectations and when this happens, we want to hear about it too, so that we can ensure our team members receive the recognition and praise they deserve.

We value every one of the compliments and comments we receive and take formal complaints about the way we work very seriously. We believe that every bit of feedback we receive is an opportunity to improve our approach, and this is why we are always very grateful to hear from people who are willing to take the time to help us develop.

Our policy is:

- To provide a fair feedback procedure that is consistent, clear and easy to use for anyone wishing to give us a compliment, make a comment or raise a complaint.
- To publicise the existence of our feedback procedure so that people know how to contact us to make a compliment, comment or complaint.
- To make sure everyone in our organisation knows what to do if a compliment, comment or complaint is received.
- To make sure that every piece of feedback we receive is treated with all due courtesy, respect and sensitivity, involving only those who need to know in keeping with our Privacy, Data Protection and Safeguarding policies.
- To make sure that all feedback is acted upon fairly and in a timely way.
- To make sure that complaints are, wherever possible, fully resolved and that relationships are repaired.
- To learn from our feedback to help us to improve what we do.

In return, Yorkshire Wildlife Trust expects everyone who wishes to provide us with some feedback to do so fairly and appropriately.

Responsibility

Overall responsibility for this policy and its implementation lies with the Director of Fundraising and Engagement.

Terminology

What is a comment and what is a complaint?

Comments

We regard all suggestions, expressions of concern and communications of dissatisfaction as being comments, and we receive a number of these each year. They provide us with valuable opportunities for organisational learning, and so a record is normally kept. However, whilst we strive to respond in full to each comment we receive, these responses are not part of a formal process.

Unlike formal complaints, it is possible to make a comment anonymously. Please note that, whilst we always value feedback provided anonymously and act appropriately upon it, we cannot respond to anonymous feedback.

Formal Complaints

A complaint is a serious formal claim that Yorkshire Wildlife Trust has failed to meet an organisational commitment (as set out in our formal governing documents, such as our Charter & Statutes, Annual Report or Accounts) or that we have breached one of our own policies, a relevant code of practice, a law or regulation. All formal complaints require thorough investigation, a formal response and a detailed record to be made and kept.

Any concerns raised regarding the behaviour of Yorkshire Wildlife Trust staff will be treated as formal complaints and managed via our internal HR procedures. Similarly, any concerns raised about any of our volunteers will be managed via our Volunteering procedures. In both cases, any action arising from complaints made about staff or volunteers will be treated in confidence.

We would ask anyone making a complaint to:

- Act fairly and appropriately, without prejudice.
- Provide sufficient information for us to be able to understand the complaint, its cause, and a potential resolution, being clear as to the substance of the complaint.
- Be willing to be contacted and engage in the complaints process if necessary.
- Understand that making a complaint triggers a more formal process than a comment.

We keep records of all formal complaints in order to:

- Monitor the progress of the complaint.
- Provide evidence that the complaint was considered, and information about the outcome.
- Identify trends or recurring themes to support organisational learning.
- Compile reports, including statistical data for our regulators.

Our Feedback Procedure

Compliments & Comments

To send us a compliment, make a suggestion or express concern or dissatisfaction, you can contact Yorkshire Wildlife Trust by email, in writing, or by telephone:

Yorkshire Wildlife Trust
1 St. George's Place
York
YO24 1GN
Email: info@ywt.org.uk
Telephone: 01904 659570 (local call rates apply)

Please note that our Head Office is open from 9am to 5pm, Monday to Friday.

When contacting us, please provide as much detail as possible in order to help us act on your feedback effectively. If you are reaching out to raise a concern or express dissatisfaction, please let us know how you think the matter could be resolved; your ideas and suggestions are always very helpful to us.

Formal Complaints

To make a formal complaint, please do this in writing to the above postal or email address. Please mark your letter or email for the attention of the Director of Fundraising and Engagement and ensure that your communication is clearly identifiable as being a 'formal complaint' to ensure that it is treated accordingly.

If your complaint relates to a member of our staff, please mark your letter for the attention of the Head of Human Resources.

What happens next?

Compliments will be acknowledged within 10 working days of receipt and shared with our teams as appropriate so that the relevant staff members can be recognised and celebrated. Please let us know if you would prefer to remain anonymous in this. We may not always be able to respond more fully to the praise we receive, but we're always grateful for it as it helps us to improve the way we work for wildlife in Yorkshire.

Comments (unless anonymous) will also be acknowledged within 10 working days of receipt. Once we have received your feedback, we will assign a relevant member of our staff team to investigate and resolve any issues raised as quickly as possible. We aim to issue a full response to all comments within 20 working days of receipt via the same method you used to contact us, but sometimes further investigation is required to enable us to respond. If we think that this is the case, we will contact you within the first 20 working days to let you know this and explain how long we think it will take before we can reply in full.

Formal complaints will always be investigated by a member of our Leadership Team due to their severity. They will be acknowledged within 10 working days of receipt and a full written response will be issued within 20 working days of receipt.

What if the issue is not resolved?

If you are not happy with the response you receive from the manager assigned to investigate your issue, then you can get back in touch with us by writing to the Director of Fundraising and Engagement, outlining the details of the issue you have experienced, why you are not satisfied with our response and what you would like us to do to put things right. Your complaint will then be considered by the most appropriate member of our Senior Leadership Team, and the Trust's final response will be sent in writing within 20 working days.

Finally, if for any reason your complaint is still unresolved, you are able to refer your case to the Chief Executive Officer and the Chair of our Board of Trustees through communication with our Director of Fundraising and Engagement, or one of our regulatory bodies.

Who else can help?

Complaints about fundraising

Yorkshire Wildlife Trust is registered with the Fundraising Regulator and is committed to upholding the highest standards in fundraising practice. We're determined not to let you down. But mistakes can happen. So, if you are ever unhappy with anything we've done whilst fundraising - please tell us. We'll do our very best to investigate your comment or formal complaint and resolve it swiftly.

In accordance with the Fundraising Regulator's Complaints Policy, a complaint must be made to Yorkshire Wildlife Trust within three months of the fundraising incident.

If you do not receive a response within four weeks, or if you feel the matter has not been satisfactorily addressed by Yorkshire Wildlife Trust, you may refer your complaint to the Fundraising Regulator (England & Wales only). Referrals should be made to the Fundraising Regulator within two months of receiving Yorkshire Wildlife Trust's final response.

Fundraising Regulator
2nd Floor, CAN Mezzanine
49-51 East Road
London
N1 6AH

Tel: 0300 999 3407

Web: fundraisingregulator.org.uk

Complaints about how we look after your personal data

Yorkshire Wildlife Trust is registered with the Information Commissioner's Office and is committed to keeping your personal details safe. For information on how and why we use your personal data, in accordance with the Data Protection Act 2018, please see our Privacy Policy at ywt.org.uk/privacy-policy. Printed copies are available from our Head Office on request.

If you feel, upon receiving our final response, that we have not satisfactorily resolved your concerns about how we capture, use or store your personal data, you can refer your complaint to the Information Commissioner's Office, whose remit covers the UK.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Tel: 0303 123 1113

Web: ico.org.uk

Complaints about other areas of our work

If your complaint is related to another area of our work and you do not feel satisfied with our final response, you can contact The Charity Commission. The Charity Commission regulates registered charities in England and Wales and makes sure that charities are accountable, well-run, and meeting their legal obligations.

Charity Commission
PO Box 211
Bootle
L20 7YX

Tel: 0845 3000 218

Web: gov.uk/government/organisations/charity-commission