

Complaints Procedure

Here at The Wilderness Trust we take complaints very seriously. **If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.**

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all activities.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of The Wilderness Trust, which is under the control of the Charity, its staff or volunteers.

How to complain

The Wilderness Trust would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact The Wilderness Trust and, if you feel able, speak to the member of staff or any trustee, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

The Wilderness Trust

Bethel Hall, Bethel Street

SY186BS, Llanidloes

Phone Number: [01686 413394](tel:01686413394)

Email: info@thehanginggardens.org

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.

- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our staff and volunteers.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

We endeavour to respond full and conclusively to all complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer we will let you know.

Can you take your complaint elsewhere?

Yes. If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator** at the following address:

2nd floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH. T: 0300 999 3407 or
E: enquiries@fundraisingregulator.org.uk

Or if your complaint is related to another area of our work and you do not feel satisfied you can contact **The Charity Commission** at the address below.

The Charity Commission, PO Box 1227, Liverpool, L69 3UG.
0845 3000 218, www.charity-commission.gov.uk