

Complaints Policy

Policy owner	Head of Development
Date approved	October 2024
Date for review	October 2025

1. Purpose

Shropshire Wildlife Trust is committed to giving a high-quality service. Despite this commitment, sometimes things may not go as we would wish. If this happens, we want to know about it and put things right where we can.

We take complaints very seriously and we treat them as an opportunity to develop our approach. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We aim to respond within 20 working days.

2. Our policy

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints and feedback to help us to improve what we do.

3. Confidentiality

All complaint information will be handled sensitively, in line with relevant data protection requirements.

4. Responsibility

Overall responsibility for this policy and its implementation lies with the Head of Development, SWT