

## Complaints Procedure



**Cumbria**  
Wildlife Trust

Adopted by the Board of Trustees 2017

Due for revision 2022

### Our promise to you

- We will acknowledge receipt of the complaint. The acknowledgement will say who is dealing with the complaint and when you can expect a reply
- We will investigate the complaint thoroughly and fairly
- Normally we will write and tell you the outcome of our investigation within one month. Difficult complaints sometimes take a little longer to sort out. If so, we will keep you up to date with what is happening
- If we are at fault we will try to put things right as quickly as possible. In any case we will give you a full explanation

Cumbria Wildlife Trust is committed to giving a high quality service. Despite this commitment sometimes things will go wrong. When this happens we want to know about it, and to put things right where we can.

This procedure is intended for use by anyone who wishes to make a complaint about the Trust. Separate systems exist for employees and volunteers.

If you have a complaint, tell us about it and help us to help you. Our complaints procedure is as follows:

- Step 1            Contact the person who provided the service. We hope to sort out most problems on the spot. If you are not sure who to contact, or would like to speak to someone else, please contact our Finance and Administration Manager at our main office who will receive your complaint
- Step 2            If you are not satisfied with our initial reply, put your complaint in writing. Address it to the Director, who will investigate the issue thoroughly and will reply to you within one month.
- Step 3            If you are still not satisfied with the outcome, contact the Trust's Chairman at the Trust's address below who will further investigate the issue and reply to you in one month.

Cumbria Wildlife Trust  
Plumgarths  
Crook Road  
KENDAL  
Cumbria  
LA8 8LX  
Tel: 01539 816300  
E mail: [mail@cumbriawildlifetrust.org.uk](mailto:mail@cumbriawildlifetrust.org.uk)

**If you are not satisfied with the Trust's responses**, you may wish to refer your complaint to the Charity Commission or, for complaints relating to marketing and fundraising, the Fundraising Regulator (contact details below).

The Charity Commission for England and Wales  
Harmsworth House  
13-15 Bouverie Street  
London  
EC4Y 8DP  
Tel: 0300 066 9197  
[www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

Fundraising Regulator  
2nd Floor  
CAN Mezzanine Building  
49-51 East Road  
London  
N1 6AH  
Tel: 0300 999 3407  
[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)