

Hampshire & Isle of Wight Wildlife Trust Complaints Procedure

We are always happy to hear your feedback and suggestions. If you have a complaint or positive suggestion, please tell us about it so that we can respond as quickly as possible.

Our promise to you. We will:

- We will aim to respond to your comments within 10 working days. If a more detailed response is needed, we will aim to respond within 28 working days. If an investigation takes longer, we will let you know in writing.
- If you are still not satisfied and you wish to make a formal complaint, this will be dealt with under our formal complaints process, and we will ask you to put your complaint in writing.
- Please ensure you give a detailed account of your complaint and the reasons why you are not satisfied with our response. All complaints will be treated with confidentiality and according to data protection regulations.
- We will keep a record of the complaint for at least 24 months from the date the complaint was made.

We are honest and open about the types of complaints to which we will not respond in detail. There are times when we may choose not to respond to a complaint at all:

- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points, but we may choose not to reply again.
- When a complaint is incoherent or illegible.
- We cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.
- We may direct the following types of contact to the police, and this may result in action by them:
 - When a complainant is being abusive, prejudiced or offensive in their manner.
 - When a complainant is harassing a staff member.

How to make a complaint

You can call us on 01489 774400, e-mail us at complaints@hiwwt.org.uk or write to us at:

Hampshire & Isle of Wight Wildlife Trust
Beechcroft House
Vicarage Lane
Curdrige
Hampshire
SO32 2DP

We will respond to your comment via the same method you contacted us unless you request otherwise.

If your comment becomes a formal complaint then we will ask you to put this in writing including your name, address and contact telephone number and the nature of your complaint so that we can get in touch with you.

Complaints about fundraising

Hampshire & Isle of Wight Wildlife Trust is registered with the Fundraising Regulator and is committed to the highest standards in fundraising practice.

In accordance with the Fundraising Regulator's Complaints Policy, a complaint must be made to Hampshire & Isle of Wight Wildlife Trust within 12 weeks of the fundraising incident or communication of which the complaint is made.

If the complaint has not been addressed within four weeks or you do not feel that your concerns have been resolved satisfactorily by Hampshire & Isle of Wight Wildlife Trust, you can refer your complaint to the Fundraising Regulator.

Fundraising Regulator
2nd Floor, CAN Mezzanine
49-51 East Road
London, N1 6AH
Tel: 0300 999 3407
www.fundraisingregulator.org.uk

Further assistance with regards to your complaint about fundraising can be sought from:
Charity Commission
PO Box 1227 Liverpool
L69 3UG
0845 3000218
www.charity-commission.gov

Complaints about how we look after your personal data

We are committed to keeping your personal details safe. For information on how and why we use your personal data, in accordance with the General Data Protection Policy (GDPR), please visit www.hiwwt.org.uk/privacy-policy.

If you have made a complaint about how we capture, use or store your personal data, and you do not feel that your concerns have been resolved satisfactorily by Hampshire & Isle of Wight Wildlife Trust, please contact the Information Commissioner's Office.

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

Telephone: 0303 123 1113
Email: casework@ico.org.uk

Updated: October 2022