

# Hampshire and Isle of Wight Wildlife Trust

## Complaints Procedure



### Introduction

The Hampshire and Isle of Wight Wildlife Trust (the Trust) is committed to ensuring that all of its activities are appropriate and responsible at all times.

However, we understand that occasionally there may be a reason for you to complain, so we have a set procedure for dealing with complaints when they do arise to ensure that it is dealt with fairly and appropriately and that we learn from any mistakes that may have been made.

### How to make a complaint – initial contact

You can telephone us on 01489 774400, email us at [complaints@hiwwt.org.uk](mailto:complaints@hiwwt.org.uk) or write to us at:

Hampshire and Isle of Wight Wildlife Trust  
Beechcroft House  
Vicarage Lane  
Curdridge  
Hampshire  
SO32 2DP

Once we have received your complaint we will follow the procedure set out below.

### First stage

When you contact us to make a complaint we will make a written record.

We will try and resolve your complaint informally on the same day and will inform you of what action we intend to take to resolve the problem or ensure that it does not happen again.

### Second stage

If we cannot satisfactorily respond to your complaint informally we will ask you to put your complaint in writing, giving full details, unless you have already done so. This will enable us to ensure that we have recorded your complaint accurately. Once we have received your written complaint we will undertake an investigation.

We will give you a written notification of the outcome of the investigation within fourteen days.

If for any reason it appears that the investigation will take longer we will notify you of the delay and our expected timescale for responding to you. We may need to contact you for further information.

You will be notified in writing of the outcome of the investigation and what action we propose to take.

**If you are still not satisfied with our response (third stage)**

If you are not satisfied with the outcome you should contact us again, asking for the complaint to be referred to the Trustees and outlining why you felt that your complaint has not been resolved appropriately and specifying what action would be acceptable to you.

We will refer your complaint to the Trustees and then notify you in writing of the outcome of their investigation and what further action we propose to take to resolve the matter.