

# The Wildlife Trust for Birmingham and the Black Country



## Complaints Policy

### Our complaints policy

We are committed to providing a high-quality service to our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Most complaints can be resolved quickly and easily simply by drawing them to the attention of a relevant member of staff.

If you consider your complaint cannot be resolved in this way, please contact us via the process below.

### We commit:

- 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.

### Confidentiality

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

### Responsibility

Overall responsibility for this policy and its implementation lies with The Chief Executive.

Document title: Complaints Policy		Date Printed:	24-May-18 1:52 PM
Owned by:	Approved by:	Issue Level and Date:	Draft v0.1
Chief Executive		Revision Date:	
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## How to make a complaint

Complaints should where possible be in writing and sent to:

The Chief Executive  
The Wildlife Trust for Birmingham and the Black Country  
Centre of the Earth  
42 Norman Street  
Winson Green  
Birmingham  
B18 7EP

Or email at [Georgia.S@bbcwildlife.org.uk](mailto:Georgia.S@bbcwildlife.org.uk)

### What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint.
2. Your complaint will be investigated by the Chief Executive in conjunction with any relevant members of staff and anybody else who may be relevant to the investigation.
3. A meeting can be arranged to discuss the complaint if this is felt to be necessary.
4. Once the investigation is complete you will be sent a detailed response including outcomes and solutions.
5. If you feel the solutions are not acceptable, you can raise the issue with the Chair of Trustees, who will review the complaint and respond. Their decision is deemed to be final.

### Information Commissioner's Office

For further assistance with complaints regarding your data, please contact the Information Commissioner's Office, whose remit covers the UK.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
0303 123 1113  
[casework@ico.org.uk](mailto:casework@ico.org.uk)

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