

Complaints and Compliments Policy and Procedures



Complaints

The Scottish Wildlife Trust is committed to providing a high quality of service. Despite this commitment sometimes things can go wrong. When this happens we encourage individuals to inform us so that we are given the opportunity to resolve the issue as early as possible. This procedure outlines the process we will use to promptly and fairly deal with your complaint.

Stage 1:

Contact the person who provided the service. We hope to sort out most problems immediately and on the spot. If you are not sure who to contact, speak to the Scottish Wildlife Trust's Executive Assistant who will give you the information you need (contact details below). Alternatively, if you would prefer not to raise your complaint with the person who provided the service, please inform the Executive Assistant and they will pass your complaint to the appropriate person/department. The Executive Assistant or the appropriate person/department's representative will contact you within 14 days to confirm receipt of your email, and will then provide a follow up response within 30 days if required

Stage 2 & 3:

If you are not satisfied with our initial and/or follow up reply, the Executive Assistant will then escalate to the relevant member of Management Team, Director and/or Chief Executive as required.

Stage 4:

If you are not satisfied with this outcome, the Executive Assistant will escalate the matter to the Trust's Chair. Chair.

Stage 5:

Depending on the nature of your complaint, you may be able to refer your complaint to either the Office of the Scottish Charity Regulator (www.oscr.org.uk) or the Scottish Fundraising Standards Panel (www.goodfundraising.scot) Contact details will be given in the response sent at Stage 3.

Compliments

In the event of a complimentary comment on our service we will ensure this is passed to the appropriate individual and have this recorded in the person's personnel file. Where an offer of gratuity is made then the policy on Acceptance of Gifts will be followed.

Notes:

The Scottish Wildlife Trust monitors the level of complaints and compliments to highlight common issues and to drive and shape our best practice guidance.

Training on how to following the Complaints and Compliments Policy and Procedure will be provided to all employees at induction and thereafter at regular intervals.

This policy and procedure will be reviewed annually and in line with relevant changes in legislation.

Contact details:

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