


<b>Compliments, Comments &amp; Complaints Policy (GOV_P3)</b>	
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<b>Signed:</b>	
<b>Print name:</b>	Mike Master
<b>Position:</b>	Chairman
<b>Reviewed:</b>	<b>Amendments:</b>
February 2018	No update required
June 2021	Reference to the 'volunteer commitment' included



**Herts and Middlesex**

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Chief Executive: Lesley Davies

### Purpose

The Policy seeks to enable the Trust to deliver its commitment to a high quality service and to continual improvement.

The Trusts welcomes the receipt of compliments which help shape our future service and encourage our staff and volunteers. Where a compliment is received this should be passed to the relevant individual and their line manager. If an offer of gratuity is made then the Trust's policy on acceptance of gifts will be followed.

We acknowledge that sometimes people may not be satisfied with our service. We encourage individuals to inform us so that we are given the opportunity to resolve an issue as early as possible. We will use complaints and comments as a positive method of monitoring and improving performance.

The Trust differentiates between 'comments' and 'complaints'.

The Trust has created a Volunteer Handbook to guide the way in which we work with our volunteers. This includes a 'Volunteer Commitment' which sets out what the Trust expects of its volunteers and what volunteers can expect of the Trust.

### 1. Comments

A comment is defined as a 'suggestion or expression of dissatisfaction'. The Trust will treat the following as 'comments' not 'complaints'.

- A request for service delivery or for information.
- Enquiries received due to events that are unplanned and unforeseen e.g. events cancelled due to severe weather conditions.
- Disagreement with a Trust policy, or a rule of law that the Trust is applying when delivering a service.
- Legal disputes which in the opinion of the Trust, it is not appropriate to be dealt with as a complaint.
- A request for unpublished information from our files and records.

#### Procedure for dealing with comments

- Comments will be considered by individual members of staff and discussed with their Line Manager where appropriate and a response given to the person making the comment.
- Action may be taken as a result.

### 2. Complaints



Hertfordshire & Middlesex Wildlife Trust Limited is registered in England No 816710 at the above address and is registered as a charity under Registration No 239863. VAT No 366 9276 06

President  
Sir Simon A Bowes Lyon, KCVO

A complaint is defined as a 'failure to meet an organisational standard'. Examples are:

- Breaches of health and safety.
- A member of staff, volunteer or contractor failing to meet appropriate behavioural standards.

#### Procedure for dealing with complaints

##### **Stage 1**

- All complaints will be entered into a central log by the officer who is leading the response.
- Complaints must be made within a reasonable time.
- All complaints will be investigated thoroughly and fairly.
- The complaint will be acknowledged within 3 working days, setting out who is dealing with the complaint and when a reply can be expected.
- The complainant will be notified of the outcome of the investigation within 30 working days. If it is anticipated that the investigation will take more than 30 working days to complete, the complainant will be notified of this.
- Where the Trust is at fault we will endeavour to put things right as quickly as possible. In any case a full explanation will be given to the complainant.

##### **Stage 2**

If the complainant is not satisfied with the outcome, they may refer their complaint to the Chief Executive or Chairman.

##### **Stage 3**

If the complainant remains unsatisfied by the response from the Trust they will be signposted to the Charity Commission. The Trust is a member of the Fundraising Standards Board and complaints in relation to fundraising may also be referred to the Board.