



Complaints Procedure

This policy will be reviewed on an ongoing basis, at least once a year. UK Wild Otter Trust (UKWOT) will amend this procedure, following consultation, where appropriate.

Written by Summer Hales (Volunteer, Recruiting & Policy Co-ordinator) -
20/08/2025

Approved by Dave Webb (Founder, CEO and Registered Trustee) - 21/08/2025

At the UK Wild Otter Trust (UKWOT), we take complaints very seriously. If you have a complaint about our charity we want to hear about it and we will do our best to put it right.

The goals of our complaints procedure are:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

How to complain

We would like to resolve any complaint you may have as soon as possible.

In the first instance please contact UK Wild Trust directly. You can contact our CEO Dave Webb via otters@ukwot.org or 07866462820. If the complaint cannot be resolved at this instance it would be passed internally to our board of trustees.

If you speak to a UKWOT team member via phone, please make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. You can ask for our CEO's email address or the charity's postal address.

What we will do on receipt of your complaint

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our team members.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

We endeavour to respond full and conclusively to all complaints within 10 working days. However, UKWOT is run by volunteers so delays may be unavoidable.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer we will let you know.

If an in-depth investigation is required we aim to provide a response within 20 working days.

We will keep a record of complaints for at least 24 months, should regulators need to inspect them, unless you request that your information be destroyed.

Can you take your complaint elsewhere?

Yes.

If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the Fundraising Regulator at the following address:

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW . T: 0300 999 3407 or E: complaints@fundraisingregulator.org.uk

If you have a serious complaint and do not feel completely satisfied by our response you raise a complaint with The Charity Commission at the address below.

Charity Commission, PO Box 211, Bootle, L20 7YX

0300 066 9197 ,

<https://www.gov.uk/government/organisations/charity-commission>

Contacts

Dave Webb – Founder, CEO and Registered Trustee – otters@ukwot.org / 07866462820

Trustees – trustees@ukwot.org

Reviews

Date:

By whom:

Changes made:

Approved by: