



Complaints Procedure

Unstead Nature Community Group (the Charity') aims to:

- provide high quality management and maintenance of Unstead Wetland Nature Reserve;
- provide relevant services to members; and
- encourage and support volunteer activities in furtherance of the Charity's aims.

We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the Charity.

If you are not happy with Unstead Nature Community Group please tell us.

If you are unhappy about any of Unstead Nature Community Group's activities or services, please speak to any of the trustees.

If you are unhappy with an individual in the charity, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Chair of Trustees or, if he/she is the subject of concern, the Treasurer. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of Trustees. (If your complaint is about Chair of Trustees, please write to the Treasurer.) All written complaints will be logged. You will receive a written acknowledgement within five working days. The aim is to investigate your complaint properly and give you a reply within fifteen working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Date Adopted: March 2022