



Registered Charity No.1076362

[www.yacwag.org.uk](http://www.yacwag.org.uk)

## Complaints Policy

YACWAG aims to promote the natural environment in the parishes of Yatton and Congresbury in the most sustainable methods available. We carry this out through managing our local nature reserves and through educational events aimed at both members and the general public. We believe we achieve this most of the time: if we are not getting it right please let us know.

1. The purpose of this Complaints Policy is to give members of the public an opportunity to let us know of any reason why you are not satisfied with our work for any reason.
2. In the first instance and if at all possible please speak to the relevant member of YACWAG about your complaint to see if it can be settled informally. If you are unhappy with an individual person it is best to speak to that person directly.
3. If you feel this is difficult or inappropriate then you should write to the Chair of the management committee. If your complaint is about the Chair then please write to the Vice Chair. You will receive an initial response to your complaint within five working days.
4. Your complaint will be investigated by the Chair or Vice Chair of the management committee in as timely manner as possible. S/he may ask one or two other committee members who are in no way directly involved in the complaint to also consider the complaint at his/ her decision. We take all complaints seriously and are keen to learn from them.
5. We will let you know the timescale for dealing with your complaint in the initial response letter.
6. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with if your complaint is upheld.
7. 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.

Adopted 24<sup>th</sup> March 2021

Next Review Due March 2024