

## HWT Complaints Policy and Procedure

### Definition

A complaint is a statement of dissatisfaction made by anyone who has dealings with HWT, asserting that HWT has done something they believe to be unsatisfactory or unacceptable.

### Complaints Procedure

If you enjoy our work, please tell others about it. If you have a suggestion for how we could improve our work, or you have a complaint about it, please tell us.

### How to complain

1. Please email the Hedgerley Wood Trust at [info@hedgerleywood.org](mailto:info@hedgerleywood.org). Or write to us at Hedgerley Wood House, Red Lane, Chinnor, Oxon, OX39 4BW, UK.
2. One of our trustees will aim to respond to you within two weeks, and will do their best to resolve the matter to mutual satisfaction as soon as practicable.
3. The trustee will also bring the matter to the next board meeting where it will be minuted.
4. The matter will be closed with a letter/email of explanation and/or apology, outlining the action[s] being taken to avoid the problem being repeated.

If the matter is a very serious one:

1. Please contact us as above with a formal complaint.
2. A trustee will contact you within two weeks to ensure we have understood the situation thoroughly.
3. The trustee will inform the HWT board, which will investigate the matter fully, keeping in touch with you until the matter is resolved.
4. The board will request an independent person or organization to support the process of resolution.
5. The matter will be closed with a letter of explanation and/or apology, outlining the action[s] being taken to avoid the problem being repeated.
6. These actions will be carried out within a reasonable time - where practicable, within 28 days.

Please note:

1. Your complaint and the responses to it will be recorded and filed securely.
2. The number of complaints received by HWT each year will be reported in the Annual Report.
3. The board will consider the implications of these complaints on the management of HWT's present and future work to avoid the problem being repeated.

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