



Introduction

The Isles of Scilly Wildlife Trust is committed to ensuring that all its activities are appropriate and responsible at all times. Despite this commitment sometimes things can go wrong. When this happens, we encourage individuals to inform us so that we can try and resolve the issue as early as possible. We have a set procedure for dealing with fundraising complaints when they do arise to ensure that they are dealt with fairly and appropriately and that we learn from any mistakes that may have been made.

How to make a fundraising complaint – initial contact

You can telephone us on 01720 422153. Our phone lines are open Monday to Friday from 9.00am to 5.00pm. Outside of these hours you can leave a message and a contact number and someone will return your call the next working day.

You can email us at hello@ios-wildlifetrust.org.uk

You can write to us at:

Isles of Scilly Wildlife Trust
Trenoweth
St Mary's
Isles of Scilly
TR21 0NS

Once we have received your fundraising complaint, we will follow the procedure set out below.

First stage

When you contact us to make a fundraising complaint, we will make a written record. We will try and resolve your complaint informally within 5 days and will inform you of what action we intend to take to resolve the problem or ensure that it does not happen again.

Second stage

If we cannot satisfactorily respond to your fundraising complaint informally, we will ask you to put your complaint in writing, giving full details, unless you have already done so. This will enable us to ensure that we have recorded your complaint accurately. Once we have received your written complaint, we will undertake an investigation. We will give you a written notification of the outcome of the investigation within fourteen days. If for any reason it appears that the investigation will take longer, we will notify you of the delay and our expected timescale for responding to you. We may need to contact you for further information. You will be notified in writing of the outcome of the investigation and what action we propose to take.

Third stage

If you are not satisfied with the outcome you should contact us again, asking for the fundraising complaint to be referred to the Chief Executive and outlining why you felt that your complaint has not been resolved appropriately and specifying what action would be acceptable to you. We will refer your complaint to the Chief Executive and then notify you in writing of the outcome of their investigation and what further action we propose to take to resolve the matter.

If you are not satisfied with how your fundraising complaint has been handled, you can contact:

The Fundraising Regulator

If you feel your fundraising complaint hasn't been dealt with in a satisfactory manner, you can contact the Fundraising Regulator at:

The Fundraising Regulator
2nd Floor CAN Mezzanine Building
49-51 East Road
London N1 6AH
Tel - 0300 999 3407

The Fundraising Regulator will investigate the complaint and work with the Isles of Scilly Wildlife Trust and yourself to try to resolve the problem. Once the Fundraising Regulator has received the complaint, they will contact us to inform us of the complaint and to gather information from us regarding the issue.

The Isles of Scilly Wildlife Trust will provide the Fundraising Regulator with any fundraising materials as necessary and will cooperate fully and comply with any remedy proposed by the Fundraising Regulator.

The Regulator will investigate the complaint and try to resolve it with all parties concerned within 30 days.

If you are still not happy with how your complaint has been dealt with:

You can ask the Fundraising Regulator to adjudicate if you are still not satisfied with the outcome from their investigation mentioned above.

The Fundraising Regulator will review the complaint and report their conclusion within 60 days. The Regulator has the discretion to specify that either no further action is appropriate or to censure the Isles of Scilly Wildlife Trust and prescribe one or more sanctions. The Fundraising Regulator will try to pursue the case to a satisfactory conclusion for both parties.

If you would like to complain about any other aspect of our work that lies outside of fundraising, please see our Complaints Policy or contact us via our website