



Protecting London's  
wildlife for the future



Registered with  
**FUNDRAISING  
REGULATOR**

## Our Complaints Procedure

If you wish to make a complaint

- Please contact us either by:
  - **Calling** 020 7261 0447
  - **Writing** to London Wildlife Trust, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF
  - **Emailing** enquiries@wildlondon.org.uk
  - You can also arrange to have a face to face meeting.
- If you call us every effort will be made to resolve the complaint over the phone unless further information is required to do so.
- However, if you prefer to make the complaint in writing or it cannot be resolved over the phone, then we will reply to you, in writing, within 15 days.
- This letter will confirm that your complaint has been logged and it will either give you details of how we have resolved it or let you know that it will be looked into and resolved within 30 days.
- Details of the complaint are then logged in our Complaints Record.
- If the complaint has not yet been resolved, we will look into it and we will notify you of the outcome, in writing, within 30 days.
- If you are still unhappy with the outcome we will pass on all the information you need to refer the complaint to the Fundraising Regulator.

The response times mentioned above are the maximum response times – usually someone will get back to you as soon as possible.

Even if you simply wish to raise an issue rather than make a complaint, e.g. you felt that our fundraising materials were unclear; we would still like to hear from you so we can improve our standard of our fundraising.

We record each complaint or issue raised to ensure that we are taking action when we should and that our fundraising is carried out in a manner that satisfies our members, volunteers and the public.

**March 2018**