

Native Woodland Trust

Feedback & Complaints Procedure

Version 1.0

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The Native Woodland Trust is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

The Native Woodland Trust welcomes both positive and negative feedback.

Therefore we aim to ensure that:

- ❖ it is as easy as possible to make a complaint.
- ❖ we treat as a complaint, any clear expression of dissatisfaction with our operations which calls for a response.
- ❖ we treat all complaints seriously whether made by telephone, letter, fax, email, in person or through social media.
- ❖ we deal with it quickly and politely.
- ❖ we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken plus any additional information which might be relevant.
- ❖ we learn from complaints, use them to improve, and monitor them at our Board Meetings.

If you do have a complaint about any aspect of our work, you can contact Linda Lawlor in writing or by telephone.

Email is the preferred method, as it allows us to receive the complaint immediately and also affords you the opportunity to provide the fullest information.

Linda can be contacted at linda.lawlor@nativewoodlandtrust.ie Tel: 086 816 9924

Or by Post at :

The Native Woodland Trust
11A Mulcahy Keane Industrial Estate
Walkinstown
Dublin 12.

In the first instance, your complaint will be dealt with by our General Manager.

Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00 pm each day. Please also be aware we may be onsite in our reserves and uncontactable by phone at some times.

If you are not happy with our response, you may get in touch again by writing to the Native Woodland Trust's Director in charge of Feedback and Complaints. The Director will ensure that your appeal is considered at Board level and will respond within 28 days of this consideration by Board members.

In this case, please write to Kevin McLoughlin at the address above.

Ideally in the first instance you should address your complaint to the organisation as outlined above.

You may however at any stage make your complaint in writing to the Director who oversees our compliance with the Statement of Guiding Principles for Fundraising.

Please write to : "The Chair, Fundraising Code Monitoring Group" at the address above or email jim.lawlor@nativewoodlandtrust.ie

You will receive confirmation of receipt of your complaint within 14 number of days (although typically within 2-3).

The Monitoring Group will consider complaints and will respond according to its own procedures.

This complaints procedure does not apply to The Native Woodland Trust's staff or agents.