

Menston Area Nature Trust Compliments, Complaints and Comments Policy



Effective Date: 15/05/2025

Reviewed on: 15/05/2025

Review carried out by: Emma Dalton & Francesca Bridgewater

Next Review: 15/05/2026

Version: 1.0

1. Purpose of This Policy

Menston Area Nature Trust (MANT) welcomes all forms of feedback—whether they are compliments, complaints, or suggestions for improvement. Feedback helps us:

- Celebrate what we're doing well
- Identify areas where we can do better
- Strengthen our relationships with the community and our supporters

We are committed to ensuring that all feedback is handled fairly, promptly, and respectfully.

2. Scope of the Policy

This policy applies to:

- Members of the public
- Donors, supporters, and volunteers
- Partner organisations and other stakeholders

It covers feedback relating to:

- Our projects and environmental activities
- Events and volunteering experiences
- Communications and fundraising
- The behaviour of trustees, volunteers, or representatives of MANT

3. Giving a Compliment or Comment

We love hearing when things go well or when you have ideas about how we can do things better.

You can share a compliment or comment by:

- Emailing us at: info@mant.org.uk

- Speaking directly to a trustee or volunteer
- Filling in a feedback form at one of our events (if available)

We will always aim to pass compliments on to the relevant person or team, and consider suggestions as part of our planning and review process.

4. Making a Complaint

We aim to respond quickly and respectfully to any concerns raised. If something goes wrong, we want to know so we can put it right.

a. Informal Complaints

Where possible, please raise your concern informally with the person involved or a trustee. Many issues can be resolved quickly through a conversation.

b. Formal Complaints

If you are not satisfied or feel the issue is serious, you may make a formal complaint.

How to Make a Formal Complaint:

Please send the following details in writing (by email or post):

- Your name and contact details
- A description of what happened and when
- The names of any people involved (if known)
- Any steps you would like us to consider

Send To:

Email: info@mant.org.uk

Post: Willow Dene, Bradford Road, Menston, Ilkley, West Yorkshire LS29 6ED

FAO: Chair of Trustees

5. Our Complaints Process

Once we receive your complaint, we will:

1. **Acknowledge Receipt** within 5 working days
2. **Investigate the Complaint**, led by a trustee not involved in the issue
3. **Respond to You** within 20 working days with:
 - A summary of findings
 - Any actions taken or planned
 - An opportunity for further discussion if needed

If the issue is particularly complex, we'll keep you updated and aim to resolve it as quickly as possible.

6. If You're Not Satisfied

If you're unhappy with our response, you can request a review by a different trustee or the full trustee board. This request must be made within 10 working days of receiving our reply.

If the issue relates to fundraising practices and you remain dissatisfied, you may also contact:

- **The Charity Commission** - PO Box 211, Bootle, L20 7YX Tel: 0845 3000 218 Web: gov.uk/government/organisations/charity-commission
 - **Fundraising Regulator** – <https://www.fundraisingregulator.org.uk>
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7. Confidentiality and Safeguarding

All complaints will be handled sensitively and confidentially. If your complaint relates to a safeguarding issue (e.g. involving children or vulnerable adults), it will be passed immediately to our **Safeguarding Officer** and handled in line with our Safeguarding Policy.

8. Learning from Feedback

All feedback is recorded and reviewed regularly. We will use it to:

- Celebrate and share successes
 - Improve our practices and policies
 - Identify training needs or recurring issues
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9. Contact Us

If you'd like to give feedback or request a copy of this policy in a different format, please contact us:

Email: info@mant.org.uk

Post: Menston Area Nature Trust

Willow Dene, Bradford Road, Menston, Ilkley, West Yorkshire LS29 6ED

Website: www.mant.org.uk
