



British Wildlife Rehabilitation Council

BWRC Complaints and Compliments Policy

Introduction

The British Wildlife Rehabilitation Council (BWRC) welcomes the opportunity to respond to both compliments and concerns. We take all feedback seriously as it provides an opportunity to improve and maintain the high standards we aim to achieve.

Policy Statement

The BWRC aims to:

Provide a fair complaints and compliments procedure that is clear and easy to use for anyone wishing to provide feedback.

Publicise the existence of our procedure so that people know how to contact us.

Ensure that everyone at the BWRC knows what to do if a complaint or compliment is received.

Ensure that all complaints are investigated fairly and in a timely manner, and that compliments are shared with those involved.

Ensure that complaints are, wherever possible, resolved and that relationships are repaired.

Procedure

The BWRC welcomes informal feedback at any time. We listen to comments, both complimentary and critical, to improve our services. If you want to lodge a specific compliment more formally about aspects of BWRC's work, you can do so by writing to the Chair of Trustees.

If the service we provide is unsatisfactory, please follow the complaints procedure below. This is available to BWRC members, members of working groups, and the Board of Trustees. You should share your concerns or register a complaint when you

are dissatisfied with any aspect of BWRC activities and work. Complaints or suggestions can be received by email or in writing.

You can contact the BWRC with your complaint in one of the following ways:

Write to: Chair of Trustees, BWRC, PO Box 8686, Grantham, Lincolnshire, NG31 0AG

Email: dan.forman@bwrc.org.uk / admin@bwrc.org.uk

The BWRC will acknowledge your complaint within seven working days of receipt and will advise you who will be dealing with the matter and when you can expect a full response.

Confidentiality

Wherever possible, the BWRC will respect your confidentiality and keep your complaint confidential. Information about the complaint will usually only be shared with those who need to know in order to help resolve it. All personal information will be handled in line with the Privacy Policy, which meets the requirements of the Data Protection Act 1998 and the UK General Data Protection Regulation (UK GDPR) of 1 January 2021.

Record of Complaints

The BWRC will keep a record of all complaints for 24 months. This information will not be used for any other purpose. In accordance with data protection law, you may request to view the information being held regarding your complaint and may request that it be put beyond use (although if you do this before the complaint investigation has been resolved, this may render the original complaint void).

Review and Updates

This policy is reviewed regularly and updated as required.

Adoption date: 29th Sept 2023

Last reviewed date: 21st Jan 2025