



## Bat Group Complaints Procedure

If you have a complaint it is always best to speak directly to the BCT employee concerned at the time of the incident. Our staff will welcome the opportunity to discuss, and work towards resolving, any concerns you may have. Informal resolution of a complaint is always preferable and usually the most effective.

If this is not possible, or the response does not satisfy the group, the complaint should be submitted by **the nominated bat group contact** in writing (letter or email) to:

Laura Dunne, Bat Groups Officer, in the first instance:

Email [ldunne@bats.org.uk](mailto:ldunne@bats.org.uk) or write to the Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG

Or Karen Haysom, Conservation Director, if the complaint is regarding the Bat Groups Officer:

Email [khaysom@bats.org.uk](mailto:khaysom@bats.org.uk) or write to the Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG

BCT will acknowledge receipt and ensure that the complaint is investigated. If you have not received acknowledgement of receipt within 5 working days, please call the BCT office on 0207 627 2629 and ask to speak to the member of staff to whom the complaint was sent. This will help to establish the reason for delay: for example, in instances where the member of staff is on leave, or away from the office with limited access to email; or the complaint has not been received.

A response to the Partner Group's nominated contact will be sent within 10 working days of receipt. If it is not possible to respond within this time, notification of this will be sent within 5 working days to the group. In such instances, the group will be given an indication as to when a response will be made.

The following information should be included in a formal written complaint:

What the complaint is regarding

Who is making the complaint (e.g. an individual within the group or the Committee)

What went wrong

When it happened

Who was involved

Have the member(s) of staff concerned been contacted already. If yes, what was the outcome.

What the group envisages as an appropriate course of action by BCT

## Appeal

If the group is still unhappy about the outcome of the complaint, it may appeal directly to the Chief Executive or Chair of BCT. The appeal should be made in writing by letter or email. The Chief Executive or Chair will acknowledge receipt of the complaint and respond in the timescale given above.

Julia Hanmer, Chief Executive:

Email [jhanmer@bats.org.uk](mailto:jhanmer@bats.org.uk) or write to the Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG.

Ian Dunbar, Chair:

Email [chair@bats.org.uk](mailto:chair@bats.org.uk) or write to the Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG.

## **Malicious complaints**

We acknowledge that sometimes mistakes are made and we welcome the opportunity to improve our services. However, we will not allow our staff to be the recipients of abusive or malicious complaints. Where we find that the nominated bat group contact has made a complaint of this nature on behalf of the group, appropriate action will be considered. This may include:

- A request that the complainant steps down as the nominated contact
- In extreme circumstances, termination of the Partner Agreement

## **Data protection**

All complaints are taken very seriously. They will be handled in confidence and will follow the procedure below to ensure our commitment to a quality service.

We will ensure confidentiality but there may be the need to share information with those who need to know about the complaint in order to resolve it. This information will be handled according to the Data Protection Act.