

Froglife Complaints Procedure

VALUES AND PRINCIPLES

At Froglife our participants and partners are important to us and we recognise that sometimes they may have concerns or complaints about the service we have provided.

Froglife welcomes an open dialogue with our participants and partners and regards complaints as an opportunity to continuously learn and improve our service. We want our participants and partners to feel confident that their complaints about any aspect of our services are listened to and acted on in a prompt, fair and sensitive manner.

INFORMAL RESOLUTION PROCESS

Most concerns and complaints, if dealt with early, can be sorted out quickly between our participants, partners and the on-site Froglife team. We know that failing to listen to or acknowledge concerns and complaints can aggravate problems unnecessarily. We therefore encourage participants and partners to discuss their concerns and complaints with one of the on-site Froglife team. They are there to help and will aim to find a solution, immediately if possible.

FORMAL RESOLUTION PROCESS

If the on-site Froglife team cannot solve the problem immediately, or if the complainant does not feel comfortable expressing the complaint verbally to a member of the team, or if the complaint is about an on-line or general issue, they should provide the complaint in writing.

Written complaints should be sent info@froglife.org or 1 Loxley, Werrington, Peterborough, PE45BW.

Once received, the written complaint will trigger a series of actions:

- Froglife will send an acknowledgement to the complainant within 1 week of receiving the written complaint.
- An investigation will be launched which will cover:
 - Nature of the complaint(s)
 - Details and findings of the investigation
 - Course of action to resolve the issue and any recommendations
- We will send the complainant a clear response. An appeal process will be provided, if the complainant is dissatisfied with the outcome.

ADDITIONAL INFORMATION TO NOTE

- All complaints will be discussed with the senior management team. Those involved with a potential Appeal process will not be involved.



- All complaints submitted anonymously, will be noted/documentated and considered. However, action may be limited if further information is needed to ensure a full investigation.
- Full General Data Protection Regulation (GDPR) procedures and requirements will be implemented with each complaint, whether anonymous or not, to ensure data and privacy rules are adhered to.
- Once resolved, the complaint and the outcome, where possible, will be used to improve and develop the service provided at Froglife.

