



Birdline UK  
Parrot Rescue

## Complaints Policy and Procedures

<b>Name of the organisation:</b>	Birdline U.K. Ltd.
<b>Governing Body:</b>	The Board of Directors of Birdline U.K. Ltd.
<b>Registered Charity Numbers:</b>	1125030 (England) & SC043288 (Scotland)
<b>Registered Company Number:</b>	05925887
<b>Registered Address:</b>	Birdline U.K. Ltd. International House, 12 Constance Street, London, E16 2DQ
<b>General Email:</b>	<a href="mailto:Enquiry2@birdline.org.uk">Enquiry2@birdline.org.uk</a>
<b>Directors Email:</b>	<a href="mailto:Directors@birdline.org.uk">Directors@birdline.org.uk</a>
<b>Last updated</b>	August 2019

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## 1. Introduction

Birdline UK Parrot Rescue always welcome feedback, this will help us to develop as a charity, and give us the chance to improve our services.

Usually, a word with the person at your usual point of contact will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our charity feel that the quality or level of service provided fall short of what they could reasonably expect.

We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it but because the charity is purely run by volunteers, please do give us time to respond.

## 2. What is this complaints procedure for?

This procedure is for complaints about our services, from members of the public; members of the charity and our volunteers. We would always encourage members to contact their nearest ACO or Manager in the first instance.

It is important to note that the complaints procedure is not set up to handle animal welfare concerns about a particular bird or other general bird welfare matters such as importation of wild birds and breeding. If you wish to report cruelty or birds in distress, please contact the RSPCA or the SSPCA

Comments and questions about general matters can be sent to [enquiry2@birdline.org.uk](mailto:enquiry2@birdline.org.uk)

## 3. How do I make a service complaint?

If you have a complaint to make, it should be addressed to the Directors either by email to [directors@birdline.org.uk](mailto:directors@birdline.org.uk) or in writing to our registered address. In the first instance we will always try to resolve the issue informally. Please note that we are unable to take complaints over the phone due to lack of resources.

## 4. What information do I need to provide?

To ensure that your complaint can be dealt with quickly and efficiently you should provide the following Information:

- Full name
- Postal address
- Email address
- Telephone number

- Any contact details that are different from the above
- Full details of the complaint including relevant dates
- What you think Birdline or its representative(s) did wrong
- What you think Birdline should do to put things right.
- Whether you have a relationship with us, e.g. as a volunteer, supporter, member.
- Help us to help you by providing any relevant dates, names, copies of relevant letters or other documents to support your complaint.

## **5. How long do I have to make a complaint?**

Complaints will only be considered if they are received within three months of the time when you were first aware of the situation. We do not handle complaints that date back further than this. If you remain dissatisfied following a reply to your complaint and you wish to pursue your complaint further, this should be done within 15 working days of the date of our reply. Due to our limited resources we will not consider complaints outside this timescale.

## **6. How long will it take to reply to my complaint?**

As mentioned above, we are a charity run purely by volunteers, however we will always attempt to acknowledge complaints within twenty-eight working days and then reply in full within a further 28 working days. Although we reply to most complaints within this time frame, if the matter is complex and requires greater investigation it may take longer. If this is the case, we will contact you again to let you know and advise how much longer it will take and why.

## **7. What happens to complaints about financial irregularities?**

Complaints about financial irregularities will be dealt with under this Complaints Procedure. If you remain unhappy, you may wish to contact the Charity Commission, the regulator and registrar for charities in England and Wales. Its website page [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity) explains how to complain about a specific charity. The Scottish equivalent can be found [here](#).

## **8. What happens to a complaint about our Directors and volunteers?**

We always expect our Directors and other volunteers to be professional and courteous, so we take complaints about poor conduct very seriously. Please be aware that there may be occasions when we may not be able to inform you of the outcome, this might for example be due to the GDPR regulations but will still send you a reply when the investigation has been completed.

## **9. What happens if I'm dissatisfied with the reply?**

We would always hope that by discussing your complaint and following our procedures your complaint will be dealt with to your satisfaction. If your complaint does not involve contractual or legal procedures, you will have reached the end of our organisational complaints procedure and we will be unable to take the matter further.

## **10. Will you give my details to other people?**

For a complaint to be investigated fully, we may need to share your complaint and details with other involved parties and possibly appointed legal advisor. We have a data protection policy and we will always take all reasonable steps to ensure your data is kept secure and to respect your information privacy.

## **11. Are there some complaints you don't respond to?**

Birdline UK Parrot Rescue will always handle complaints politely. However, if the person making the complaint uses or has in the past used abusive language or an aggressive tone, we may choose not to engage with them.

If the complaint is made in person, the Birdline representative may walk away or seek assistance from another representative. In these circumstances it is unlikely that your complaint will be followed up. If the complaint is made in writing by letter or via our website or other forms of social media and uses abusive language or threats, we will reply but will advise you in our response that this is unacceptable. We may end correspondence about a specific complaint if despite our best efforts we are unlikely to satisfy you. The decision to terminate correspondence will only be made after making sure that the matter has been investigated thoroughly and in line with our procedures. We will always tell you when we are terminating a complaint and the reason we are doing this.

## **12. Implementation and review of the policy**

The Board of Directors of Birdline U.K. Ltd. is responsible for this Policy and for ensuring that it is implemented. The policy will be reviewed at least annually, and any identified corrective measures will be adopted as part of the policy.

## **13. Contact details**

Any queries in relation to this Complaints Procedure may be directed to the Directors by email at [directors@birdline.org.uk](mailto:directors@birdline.org.uk) or by post to the registered

address: Birdline U.K. Ltd., International House,12 Constance Street, London,  
E16 2DQ.