



Complaint Policy

INTRODUCTION

The complaint policy is created for receiving feedback and responding to complaints as an important part of improving Built by Nature's accountability. It ensures that our stakeholders can hold us accountable for improving the quality of our work in all areas.

SCOPE

This policy applies to Built by Nature and is overall in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work or partner, or any member of the public whether an individual, company or other entity.

DEFINITIONS

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Built by Nature, its staff or associated personnel.

It is an expression that is expected to be addressed and replied to regularly until resolved.

Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery;
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action; or
- Concern about the behaviour of staff or associated personnel

The complaints procedures do not apply to complaints that are under investigation by any regulatory body or other legal or official authorities in the countries in which we operate. Such issues will be dealt with by the relevant regulatory body.



PROCEDURE FOR MAKING A COMPLAINT

It is hoped that most complaints or concerns about Built by Nature’s work or behaviour can and will be dealt with informally by staff or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

All formal complaints can be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf.

The complaint should be addressed directly to complaints@builtbn.org
Complaints can be made anonymous and at first instance will be initially reviews by the Head of Operations

We accept anonymous complaints and will investigate the issues raised where there is enough information provided. We will also endeavour to ensure that people making complaints are not affected in any way due to the complaint made by them or on their behalf.

WHO IS NOT COVERED BY THIS POLICY

Complaints raised by a member of the Built by Nature staff are governed by Built by Nature workplace policies.

Complaints relating to serious incidents such as fraud, corruption, or safeguarding concerns will be dealt with through the relevant policies and procedures.

DETAILS	
Foundation Function	Operations
Version	1.1
Owner	CEO
Board Approval	September 2023
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