



Dose of Nature Feedback and Complaints Policy

1. Introduction

Dose of Nature works with adults and young people through one-to-one Nature Prescriptions and a variety of nature-based group activities.

Dose of Nature is committed to ensuring that its work is of the highest quality and recognises that comments, compliments, and complaints are important areas of feedback.

Dose of Nature aims to provide an environment where individuals feel confident to give feedback or raise complaints, without fear of reprisal.

2. Purpose and scope

This policy is for use by volunteers, clients, and contractors/consultants engaged by Dose of Nature to respond to feedback, including complaints. The following principles underpin Dose of Nature's approach to handling feedback and complaints.

Dose of Nature aims to:

- have fair, easy, transparent and accessible processes for the provision of feedback
- give feedback in a manner that will not harm or prejudice the service given to the person raising the issue
- respond to feedback efficiently, appropriately and within agreed time frames
- take action where necessary, including an explanation or an apology, where appropriate
- keep confidential records of all feedback and complaints, including communication logs, actions taken and outcomes, to support transparency, consistency, and organisational learning
- use learnings from feedback to improve Dose of Nature's work and drive forward a culture of continuous improvement.

3. Stage 1: Informal feedback

Dose of Nature aims to provide all volunteers and clients with the best possible support and service. Dose of Nature believes that the effective management of comments, compliments and complaints can identify learning which will enable high-quality work and continuous improvement.

We understand however that there may be situations when volunteers or clients feel that the quality or level of service falls short of what they would reasonably expect, or where they would like to make a suggestion for improvement.

To pass on feedback, suggestions, complaints, or positive comments informally, please email the Operations Manager at the relevant site. Katie Fernie at Kew: Katie@doseofnature.org.uk and Melissa

Chakanetsa at Guildford: melissa@doseofnature.org.uk

If your complaint relates to the Operations Managers, you may alternatively send it to the Clinical Lead, Dr Georgina Gould: georgina@doseofnature.org.uk

We will acknowledge your feedback within 10 days, and where a response is appropriate, we will respond within 28 days.

4. Stage 2: Formal complaint

If you have submitted informal feedback via Stage 1 and feel this has not adequately addressed your issue you may decide to raise a formal complaint. We encourage resolving concerns informally by following Stage 1 in the first instance.

A formal complaint should be about something specific. Please tell us what you believe we have done wrong, how this has affected you, and what you think we should do to put things right. Please include as much detail as possible to describe what has happened.

Dose of Nature uses the Charity Commission definition of a complaint:

'A complaint is an expression of dissatisfaction about the standards of service provided by a charity, which an individual or group of individuals claim has affected him, her or them'.

Please send your complaint by email to the Operations Manager at the relevant site:

Katie Fernie at Kew: Katie@doseofnature.org.uk and Melissa Chakanetsa at Guildford: melissa@doseofnature.org.uk

If your complaint relates to the Operations Managers, you may alternatively send it to the Clinical Lead, Dr Georgina Gould: georgina@doseofnature.org.uk

All complaints will be investigated and treated in confidence. You can expect to receive a written acknowledgement within 10 days of receipt of your complaint. This will usually be by email.

We aim to provide you with a full response within 28 days of receipt of the complaint, or where the investigation is still in progress, we will send you a written explanation of the reason for the delay.

We will provide you with a full response within 10 days of a conclusion being reached.

5. Stage 3: Appeal

If you have been through Stage 2 of this policy and remain unhappy with how we have handled your complaint, you can have it reviewed by the Chief Executive, Dr Alison Greenwood: alison@doseofnature.org.uk

In the event that the appeal is against the Chief Executive your case will be reviewed by the Chair of Trustees or their nominee. Please write to the Chair of Trustees, Sir Mark Rowley: chair@doseofnature.org.uk

The decision of the Chair of Trustees, or their nominee, regarding all complaints shall be final.

6. Learning from feedback

All feedback and complaints received will be logged with details of their nature and outcomes. This information will be used to review and improve Dose of Nature services and, if appropriate, any learning points will be communicated throughout the organisation.

The Board of Trustees shall be informed quarterly of the number and nature of any complaints and the outcomes.

7. Responsibilities

Certain individuals have additional responsibilities under this policy, as set out below:

- the Chief Executive Officer has overall responsibility for overseeing operation of this policy
- the Management Team are responsible, in line with their specific roles, for recording complaints, reviewing outcomes and trends and ensuring that they and their Staff fully understand and enact the policy

8. Further information

If you are not satisfied with the Dose of Nature feedback and complaints process you may seek independent advice or contact the Charity Commission for England. The Charity Commission is not a general complaints body and will usually expect the charity's own complaints process to be used first. The Charity Commission can be contacted at: <https://forms.charitycommission.gov.uk/>

9. Policy information

We are committed to reviewing our policy and good practice every two years.

Policy Approved: 21/05/2026

Policy Review: 21/05/2028

Responsibility: Operations Manager, Clinical Lead, Chief Executive and Board of Trustees