



Norfolk and Suffolk Animal Trust (NASAT)

Complaints Policy: Concerns About Members of Management or Trustees

Approved by: Board of Trustees
Date Approved: 26 October 2025
Next Review Due: 26 October 2026

1. Purpose

Norfolk and Suffolk Animal Trust (NASAT) is committed to maintaining the highest standards of integrity, accountability, and transparency in all aspects of its work. We recognise that, on occasion, individuals may have concerns or complaints about the conduct, decisions, or actions of members of our management or trustee team.

This policy explains how such complaints can be raised, how they will be handled, and the standards of fairness and confidentiality that will be maintained throughout the process.

2. Scope

This policy applies to:

- Members of the public
- Volunteers
- Staff and contractors
- Adopters and donors

It specifically covers complaints **about individual members of the management team or the Board of Trustees**, including alleged misconduct, breaches of policy, conflicts of interest, or failure to act appropriately in their role.

Complaints about general operational matters (e.g. rehoming procedures, fundraising, or animal welfare decisions) should be raised under NASAT's **General Complaints Policy** instead.

3. Principles

All complaints will be:

- **Taken seriously** and handled promptly.
- **Investigated fairly** and without bias.
- **Handled confidentially**, sharing information only when necessary.
- **Resolved transparently**, with clear communication about outcomes where appropriate.
- **Free from victimisation or retaliation** for anyone raising a concern in good faith.

4. How to Make a Complaint

4.1 Submitting a Complaint

Complaints should be made **in writing**, either by email or post, including:

- Your name and contact details
- Details of the concern or alleged behaviour
- When and where it occurred
- Who was involved or witnessed the incident (if applicable)
- Any supporting evidence (if available)

Complaints can be sent to:

Trustee Team

Norfolk and Suffolk Animal Trust

Email: nasatrusteeteam@hotmail.com

If your complaint concerns a specific trustee, it will be reviewed by other members of the trustee team to ensure impartiality.

5. Process for Handling Complaints

5.1 Acknowledgement

Your complaint will be acknowledged **within 10 working days** of receipt.

5.2 Initial Assessment

The trustees will review the complaint to determine:

- Whether it falls within the scope of this policy.
- Whether there is sufficient detail to proceed.
- Whether an informal resolution might be appropriate.

5.3 Investigation

If the complaint warrants formal investigation, an **independent trustee or external investigator** will be appointed. The individual concerned will be informed of the complaint and given the opportunity to respond.

5.4 Outcome

Following investigation, a written response will be provided outlining:

- Whether the complaint was upheld, partially upheld, or not upheld.
- Any actions to be taken (e.g. mediation, training, disciplinary action, or policy change). Responses will normally be issued **within 30 working days**, unless an extension is required for complex cases.

5.5 Appeals

If you are dissatisfied with the outcome, you may request an appeal within **10 working days** of receiving the decision. An appeal will be reviewed by trustees **not previously involved** in the original investigation, and their decision will be final.

6. Confidentiality and Data Protection

All information will be handled in accordance with the **Data Protection Act 2018** and **UK GDPR**. Records of complaints will be securely stored and only accessible to those directly involved in the process.

7. Monitoring and Review

The Board of Trustees will receive anonymised summaries of complaints annually to identify patterns and areas for improvement. This policy will be reviewed annually or sooner if required by changes in legislation or charity best practice.

8. Contact for Advice

If you are unsure how to raise a concern, or wish to seek advice before submitting a complaint, please contact:

Trustee Team

Email: nasattrusteeteam@hotmail.com