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| <b>CoP Name</b>       | Complaints Code of Practice                           |
| <b>Category</b>       | Governance                                            |
| <b>Owner</b>          | Director of Fundraising, Marketing and Communications |
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| <b>Approved By</b>    | Senior Management Team                                |

# Code of Practice

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## Complaints

Plantlife International is committed to making every effort to meet our stakeholders' expectations, and we strive to provide the highest level of service and experience to everyone.

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## 1. Introduction

We understand that circumstances may arise where an individual has a concern or complaint and wishes to bring this to our attention. We take any complaint very seriously, and we will take all reasonable steps to resolve the situation.

We see this as an opportunity to learn, and careful consideration will be given as to whether any changes should be made to policies, procedures and training to see if anything might reasonably be done to prevent a similar issue arising in the future.

## 2. How to make a complaint

You can make a complaint about Plantlife by contacting our friendly and knowledgeable Supporter Care team in any of the following ways:

- By email at: [enquiries@plantlife.org.uk](mailto:enquiries@plantlife.org.uk)
- By writing to: Plantlife, Brewery House, 36 Milford Street, Salisbury, Wiltshire, SP1 2AP
- By phone on: 01722 342 730

## 3. Making a complaint about Plantlife

### 3.1. Stage one

To make a complaint, please raise this with a member of our team at the time, as this enables us to respond and deal with an issue quickly.

If you do not know who to contact or do not wish an individual to be involved, please email us at [enquiries@plantlife.org.uk](mailto:enquiries@plantlife.org.uk) or call us on 01722 342 730.

To help us resolve the issue, please include as much information as possible, such as:

- Name, organisation (if relevant), address, telephone number and email.
- If you do not wish to be contacted in a particular way, please let us know and we will of course respect this.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- The nature of your complaint and, where possible, what you believe should be done to address your concern.

### **3.2. Stage two**

If your complaint cannot be rectified over the telephone, or you would prefer to formally submit this in writing, please send a letter addressed for the attention of Plantlife, Brewery House, 36 Milford Street, Salisbury, Wiltshire, SP1 2AP.

In the letter, please enclose your name, organisation (if relevant), address, contact telephone number and email and your preferred method of contact. Please include as much information as possible on the nature of your complaint.

On receipt of your letter, we will investigate your concerns, and a response will be sent within 10 working days. Where clarification or further information is felt to be necessary, Plantlife will reach out via your preferred method of contact.

If a resolution is not possible within this time frame, a holding reply will be sent after 10 days advising when we estimate the investigation will be completed. The response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act (2018), which will almost certainly not allow us to disclose sensitive personal information.

### **3.3. Stage three**

If you are not satisfied with the response, you may appeal the decision, by writing to Plantlife's Chief Executive at Plantlife, Brewery House, 36 Milford Street, Salisbury, Wiltshire, SP1 2AP. The Chief Executive will respond with an acknowledgement of your complaint and will initiate an investigation. Plantlife will keep you advised of progress until a conclusion has been reached.

## 4. Further action

We hope we can resolve your complaint in an open, honest and satisfactory way.

However, if you are based in England, Wales, or Northern Ireland, and you are dissatisfied with the outcome of Plantlife's investigation into a complaint about fundraising, you can contact the Fundraising Regulator within two months of receiving Plantlife's response. You can submit this via their online [complaints form](#), or by telephone on 0300 999 3407.

If you are based in Scotland, fundraising regulation is overseen by the Scottish Fundraising Standards Panel. You can contact them via their online [complaints form here](#).

Alternatively, if your complaint is related to another area of Plantlife's work and you are unhappy with our response, then you can contact [The Charity Commission](#) online, by writing to them at Charity Commission, PO Box 211, Bootle, L20 7YX or by telephone on 0300 066 9197. If you are based in Scotland, you can submit your complaint to the Office of the Scottish Charity Regulator (OSCR) via their [online form here](#).

## 5. Confidentiality

Please note that any complaints will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act (2018).