Complaints policy

June 2026

Monmouthshire Meadows Group is a charitable incorporated organisation, registered charity number 1192542

We are a small charity aiming to promote wildflower habitats in Monmouthshire, run purely by volunteers. Hopefully you enjoy your interaction with us and find it helpful.

If you are unhappy though about any aspect of our work, please let us know.

- **Informal:** In the first instance, please discuss your concerns with a staff member or volunteer. Many issues can be resolved quickly this way.
- **Formal:** If you are not satisfied with the initial response, please submit a formal complaint in writing to:
  Email: queries@monmouthshiremeadows.org.uk
  Post: Lower Pantygoida, Abergavenny NP7 8TH
  Please include your name, contact details, and a clear description of the complaint.

We will acknowledge your complaint within 5 working days.
A member of the senior team/trustee board will investigate the matter.
We aim to provide a full response within 1 month. If we cannot, we will explain why and give a new timeline.

If you are not satisfied with our final response, you can ask for the matter to be reviewed by the board of trustees.

Data Protection
All complaint information will be handled sensitively, in line with relevant data protection requirements.