



Quality Assurance Policy & Complaints Procedure

Native Ecology LLP is a CIEEM Registered Practice, committed to championing high professional standards and the delivery of the best outcomes for biodiversity whilst supporting a thriving economy.

We aim to deliver high quality ecological services to our clients and other stakeholders, tailoring our services where possible to meet client specific needs. The organisation meets or exceeds all statutory regulations relevant to our operations.

We will always take time to listen to client feedback. If this information can be used to improve our services into the future, we will review our processes, keeping clients informed of any changes.

Communication

Two-way communication is at the heart of our services and continued improvement. Projects involving ecology need clear and timely communication from both us and our clients to optimise scheduling and costs while delivering the best outcomes for biodiversity.

Maintaining High Standards

Native Ecology was awarded CIEEM Small consultancy of the year 2024-2025, demonstrating our commitment to continual improvement.

Our ecologists are all members of the Chartered Institute of Ecology and Environmental Management (CIEEM) and adhere to the 'Code of Professional Conduct' as set out by CIEEM. Every member of the team is fully supported to maintain training for the latest developments in professional ecology.

We regularly provide interactive CPD sessions with professionals across several industries. This is a two-way process, aiming to educate clients on ecological best practice and to better

understand projects from a client perspective. This proactive approach results in better communication and improved project efficiency.

Quality Review

All our reports are reviewed by a senior ecologist and regular review comparisons are made to maintain consistency in our output. Regular team meetings are used to continually update processes and systems within the organisation. We understand it is important to consider the views and experience of team members at all levels.

We endeavour to maintain a dialogue with clients to understand the process from diverse perspectives. We favour this approach over customer surveys as it contributes to a more meaningful relationship with clients. Information of our clients' experiences is fed into our annual review of services which we undertake outside of the summer survey season

Complaints

If you have a complaint the first step is to raise it informally with your main contact, either verbally or in writing, so that they can resolve it. We would encourage you to raise the matter with them as soon as possible so that they can address your concerns. Native Ecology endeavours to resolve all complaints this way.

If this does not resolve the matter satisfactorily, we would ask that you make a formal complaint in writing, via email or letter, so that there can be no misunderstanding about the nature of your concerns. The letter/email should be addressed to the **Principal Ecologist- Amy Wright**. Alternatively if your complaint concerns the designated person, please address it to our **Senior Ecologist- Tara Hall**.

Once we receive your complaint we will take the following steps:

- 1) We will acknowledge your complaint within 5 working days of its receipt and inform you of who is dealing with your complaint.
- 2) Your named contact will look into your complaint, requesting further information if necessary.
- 3) Within 10 working days of your acknowledgement we will write to you to confirm the outcome of your complaint, including any action we propose to take as a result of the inquiry. If we are unable to meet this timescale we will notify you, explaining why, and setting a deadline by which you will hear from us again.

We hope that we are able to resolve your complaint satisfactorily but accept that sometimes this is not possible. All our relevant staff are members of the Chartered Institute of Ecology and

Environmental Management (CIEEM) so if your complaint relates to the technical competence of one or more of our staff, you have recourse to CIEEM's professional conduct inquiry procedures.

[Code of professional conduct | cieem](#)
[Professional Conduct Inquiry Procedures | CIEEM/](#)).
[CIEEM](#)

However, if your complaint relates to our business services, invoicing and charges you should contact the [Citizens Advice Consumer Service \(UK\)](#)

Updated 10 Sept 2024

Signed for and on behalf of Native Ecology LLP



Amy Wright MSc BSc CEcol MCIEEM
Head of Ecology