

Complaints Policy

Policy Name	Complaints Policy
Policy Number	HA/POL/CP
Version Number	002

	Print Name	Job Title/Role	Signature	Date
Department Quality Review	Majed Saqr	Head of Donor Care	<i>Dr Majed Saqr</i>	Mar 08 2022
Reviewed and approved by BOD	Mohamed Ashmawey	CEO	<i>Mohamed Ashmawey</i>	Mar 08 2022
Date of next review	February 2024			

Policy Owner	People and Culture
Key Responsibilities	All staff
Associated Documents	

Revision History

Revision History (Provide summary of changes and justification)	Changes reviewed & approved by	Date of review & approval	Date effective

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1. Introduction

Human Appeal is an INGO working across the globe to strengthen humanity's fight against poverty, social injustice and natural disaster, through the provision of immediate relief and establishment of self-sustaining development programmes. Our vision is to contribute to a just, caring and sustainable world free of poverty. Human Appeal does this by raising money to fund immediate and long-term sustainable solutions, and empower local communities.

2. Policy Statement

1. Human Appeal is committed to providing the highest standards of services to its customers. Complaints play a role in maintaining and improving standards and the quality of service provided. When Human Appeal receives a complaint, it is a unique opportunity for the organisation to have an important insight into how services are being delivered. The careful scrutiny of complaints will often point the way to actions that can be taken to improve services and help improve efficiency within Human Appeal. This procedure details the way in which complaints will be managed, investigated and acted upon within Human Appeal.

3. Policy Objective

3.1 Definition of a complaint: "An expression of dissatisfaction with the services provided by an organisation or individual, whether verbal or written, that requires a response".

3.2 Complainants may wish to discuss a concern (or worry) they may have in relation to Human Appeal and the service it provides. There is a fine line between formal and informal complaints and it is advisable to give people the opportunity to decide if they wish the matter they are raising to be considered under Human Appeal's Formal Complaints Procedure, or to just express their concerns informally. Human Appeal recognises that complainants want their views acknowledged and actions taken. Their intention is often to suggest how things can be improved or to ensure that the same thing doesn't happen again. Therefore, complainants are treated positively, and are recognised as a valuable way of finding out what they think of Human Appeal.

Types of Complaints:

3.3 Complaints against the Organisation: An organisational complaint is not about the specific conduct of an individual member of staff. It is an expression of dissatisfaction by a customer about the quality of Human Appeal's service delivery, a policy or procedure or the action of the organisation which may bring Human Appeal's credibility into disrepute.

3.4 Complaints against an individual: A complaint against a specific individual based on their conduct. This is where they were unhappy with the service received by a specific individual and not to do with Human Appeal or any of its processes.

4. Roles and Responsibilities

All staff, volunteers, consultants and other stakeholders are responsible for knowing the contents of this Policy and its procedures.

4.1 The Customer Service Supervisor is responsible to the Head of Donor Care for ensuring that complaints are dealt with in accordance to these policies.

4.2 The Department Managers will be responsible for thoroughly investigating complaints and implementing appropriate action plans to ensure there is no further reoccurrence.

4.3 The Quality Manager (QM) will be responsible for reviewing the effectiveness of each action plan made by department managers.

4.4 All Human Appeal staff are responsible for providing information as and when necessary in the investigation of a complaint and should do so without delay where possible.

5. Procedure

5.1 Dealing with Complaints when received, complaints should be date stamped and recorded at source. Complaint forms must be sent to: feedback@humanappeal.org.uk by the individual recording the complaint adviser/admin staff, Salesforce will time and date stamp when received. A standard acknowledgement letter (Appendix A) is to be posted and/or emailed to the complainant within 2 working days of receipt by the Customer Service Supervisor.

5.2 The letter should:

- Acknowledge that the complaint has been received;
- Express regret that the person has a complaint
- Explain the complaints procedure;
- Give the name of the person dealing with the complaint and details of how to contact them;
 - Where necessary, clarify any issues arising from the complaint; All communications should always be marked 'PRIVATE AND CONFIDENTIAL and/or PERSONAL' and sent by first class post or email if complainant is opted in to email feedback.

5.3 A copy of the complainant's letter/email, the acknowledgement letter and completed complaints form is to be filed and indexed accordingly. The complaints spreadsheet should also be updated to show that an acknowledgement letter has been sent (the new system Salesforce will show all communication on the log).

5.4 The Customer Service Supervisor will ensure the following actions are taken:

5.4.1 Entrust the complaint to a Team leader/Manager of the relevant department who will conduct a thorough investigation of it and pass the evidence to the Customer Service Supervisor within 5 working days of the complaint being received. The final outcome letter/email must then be sent to the Complainant no later than 14 working days after we initially received the complaint. A copy of the letter/email must be sent to the relevant Director, together with copies of the evidence.

5.4.2 Should the complainant not be satisfied with the outcome; Customer Service Supervisor must escalate the complaint to the relevant Director who should come back with their final decision/outcome within 5 working days. A final outcome letter (Appendix B) must then be signed on behalf of the Head of Donor Care and sent to the complainant. A copy of the letter should be sent to the relevant Director, together with copies of the evidence. If it is not possible to complete the investigation within 14 days and issue a final outcome, the complainant should be sent a holding letter (Appendix C) to inform them of the reason for the delay and when they can expect to receive a final outcome. The Head of Donor Care should be informed and receive a copy of the holding letter.

5.4.3 Appeal process. If the complainant is still dissatisfied, they have the right to appeal the decision. The Customer Service Supervisor will escalate the complaint to the Board of Directors. They will review the complaint and provide a full response within 14 working days. A final outcome letter (Appendix B) must then be signed on behalf of the Head of Donor Care and sent to the complainant. A copy of the letter MUST be sent to the relevant Director, together with copies of the evidence. If it is not possible to complete the investigation within 14 days and issue an outcome, the complainant should be sent a holding letter (Appendix C) to inform them

of the reason for the delay and when they can expect to receive a final outcome. The Head of Donor Care should be informed and receive a copy of the holding letter.

5.5 If the complainant is still dissatisfied and we were unable to resolve the complaint, we will refer the complainant to the FR (Fundraising Regulator). The complainant will have 28 days from the date of our final response to register a complaint with the FR. The FR will investigate and assess whether there is evidence of service failure or maladministration from Human Appeal.

6. **Sanctions**

6.1 Failure to comply with this requirement may result in disciplinary action and summary dismissal.

7. **Policy Review**

The policy will be reviewed regularly to ensure continued appropriateness but as a minimum annually.

8. **Related Documents**

8.1 **Complaints Process Map**

8.2 **Complaints Form**



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