



SERVICE/DONORS COMPLAINTS POLICY

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Service/Donors Complaints Policy

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

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: "A complaint can be any expression of dissatisfaction, whether verbal or written, which alleges that the complainant has suffered loss, distress, inconvenience or other detriment".

3.2 Complainants may wish to discuss a concern (or worry) they may have in relation to Human Appeal and the service/product it provides. Human Appeal does not distinguish between formal and informal complaints. All complaints are treated with the same level of importance. Complaints can be submitted in various ways, this is via our website, email, and phone or in person. 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 Associate Director 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 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 the 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; the 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 Associate Director 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 Associate Director of Donor Care should be informed and receive a copy of the holding letter.

5.5 Appeals 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 Associate Director 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 Associate Director of Donor Care should be informed and receive a copy of the holding letter.

5.6 If the complainant is still dissatisfied and we were unable to resolve the complaint, we will refer the complainant to the Fundraising Regulator (FR). 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

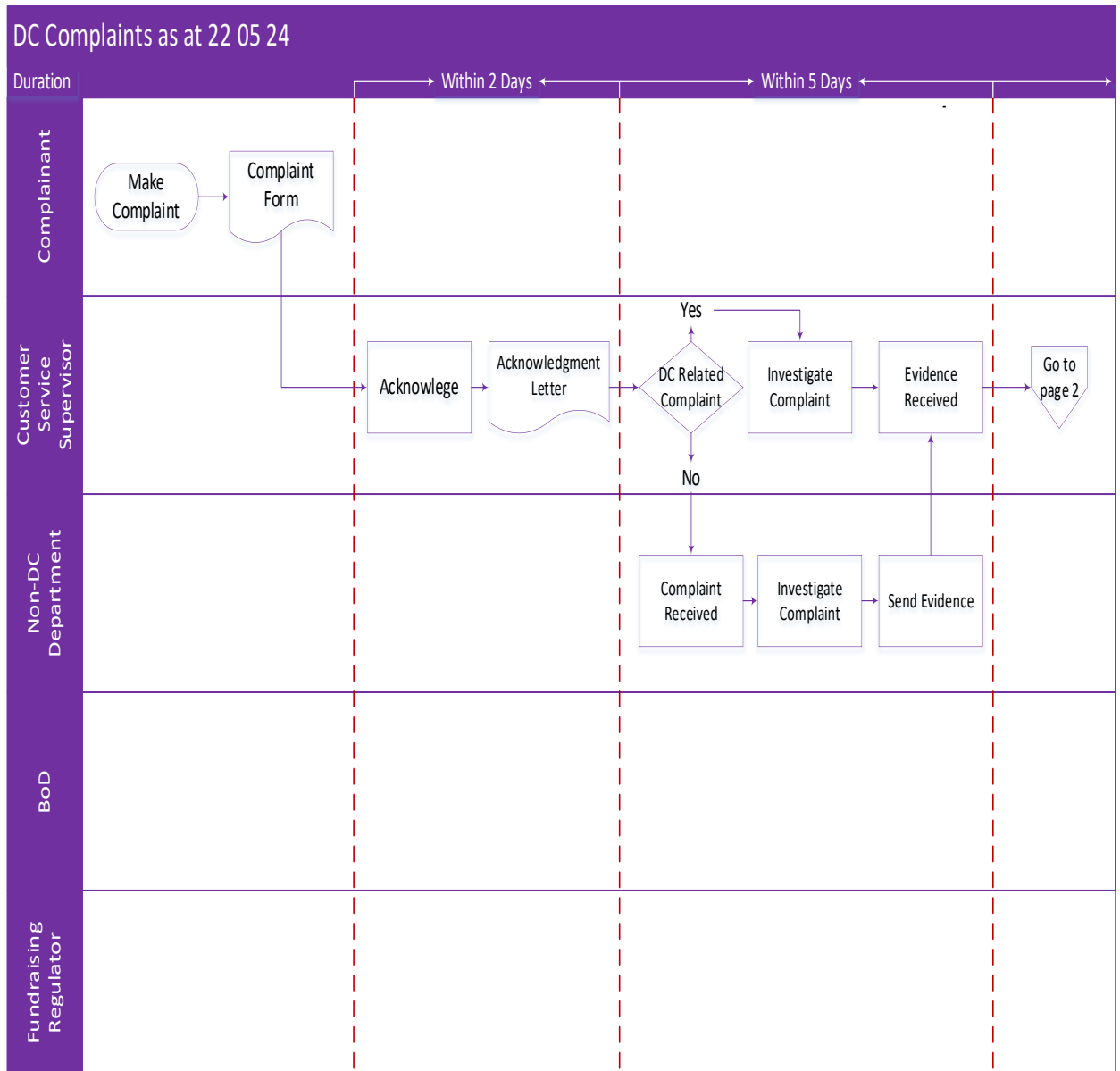
Failure to comply with this requirement may result in disciplinary action and summary dismissal.

7. Policy Review

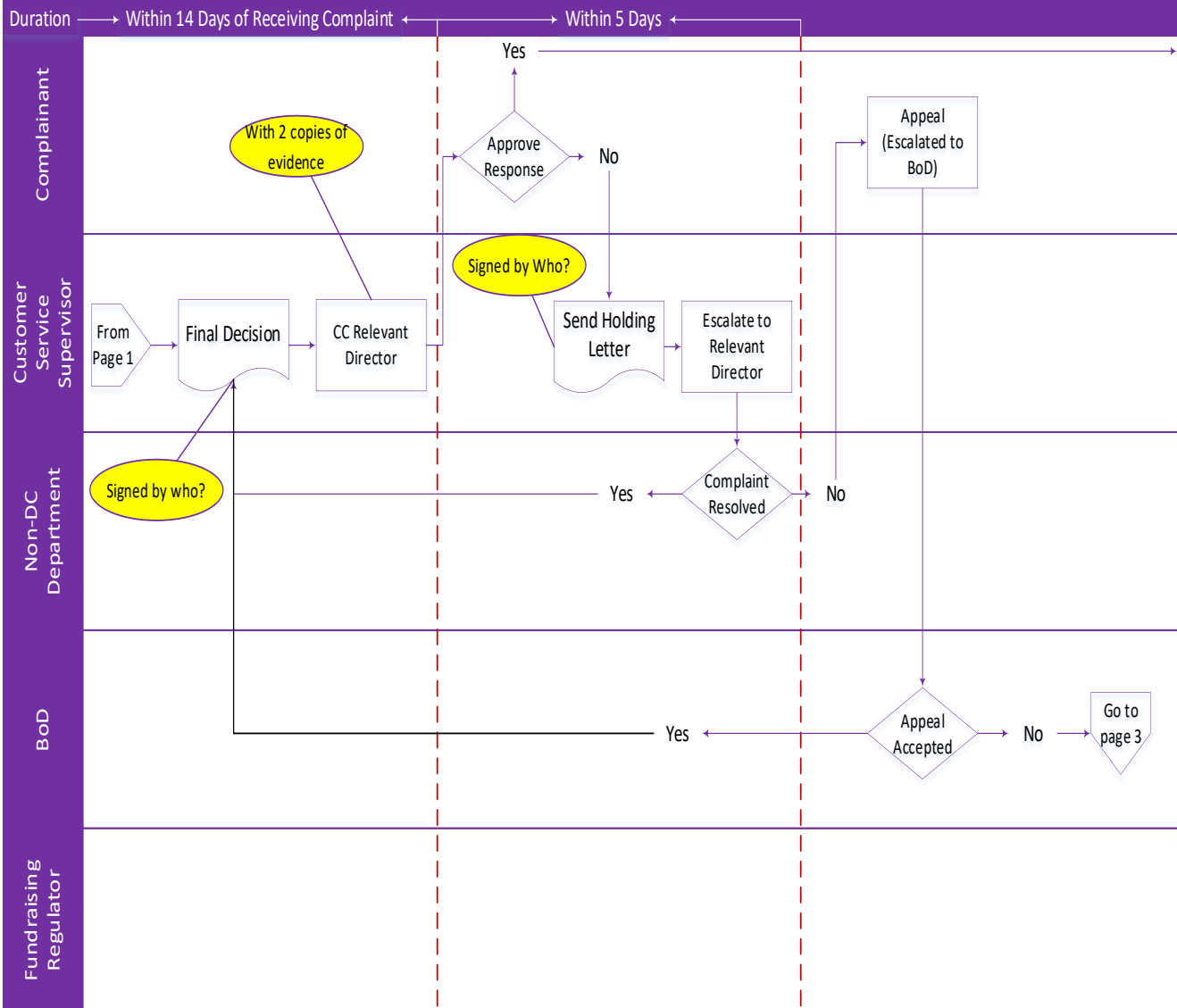
The policy will be reviewed regularly to ensure continued appropriateness but as a minimum bi-annually.

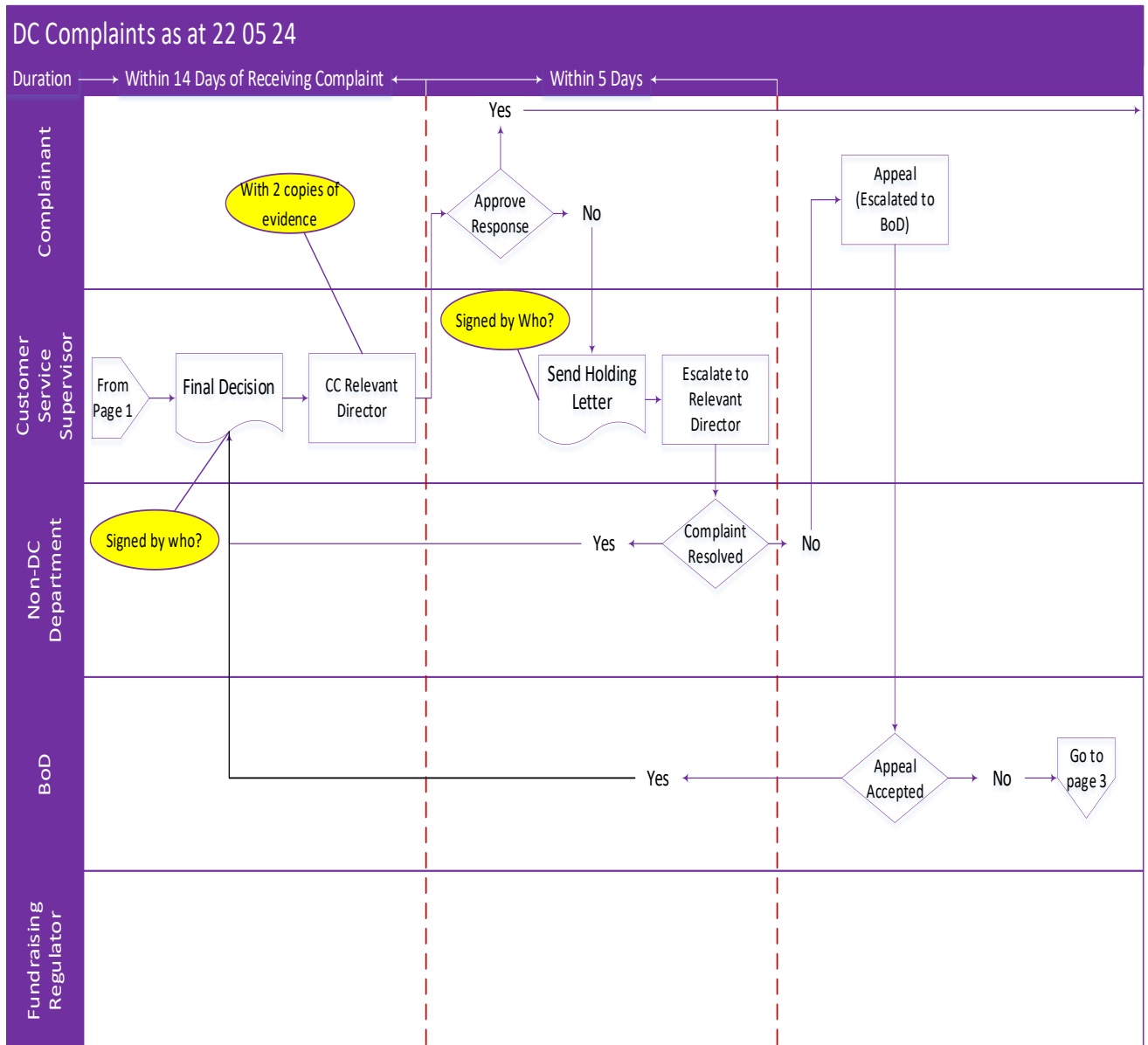
8. Related Documents

8.1 Complaints Process Map



DC Complaints as at 22 05 24





8.2 Complaints Form

CUSTOMER COMPLAINT & CORRECTIVE ACTION REPORT

Anyone who receives a complaint must fill in the following form and send it to the correct department making sure they have filled all the relevant sections.

Staff members recording a complaint must complete sections 1 to 3, the relevant departments that handle and manage the complaint must complete sections 4, 5 and 6, the quality manager needs to complete section 7 and sign the form.

Section 1: Please complete complainant details including name, address and telephone number:

Complaint Ref:	
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Donor ID:	
First Name:	
Last Name:	
Organisation Name:	
Address Line 1:	
City :	
Post Code:	
Phone Number:	
Email:	

Section 2: *Please write date the complaint was received and by whom.*

Complaint registered by:	
Date:	
Department:	
Complaint was received via:	
<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> In person	

Section 3: *Please explain clearly details of the complaint and mention which department you have sent it to:*

Details of the complaint or non-conformance:	
Initial response given to donor:	
Department complaint sent to:	

Section 4: *To be completed by relevant department:*

Action taken to resolve complaint: <i>(If response/action cannot be given immediately please state why and a date for completion):</i>	
Date action taken:	

Section 5: *Root causes of complaint:*

Explain in detail what the cause of this complaint:	
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Section 6: *To be completed by relevant department:*

Details of action taken to prevent re-occurrence:	
Date actions to be reviewed:	

Section 7: *To be completed by Quality Manager:*

Comments by Quality Manager:	
Name:	
Signed:	(Quality Manager)
Date:	