



Food4Africa (UK)

COMPLAINTS POLICY

1. Introduction

- 1.1 We (Food4Africa) aim to work in an open and honest way with all of our customers, donors and supporters. We are committed to using the views and experiences of those people who are in contact with Food4Africa to continue to identify areas where improvements can be made.
- 1.2 Where possible, comments, suggestions or concerns will be dealt with as they arise however we recognise there may be occasions where an individual will be dissatisfied with the explanation or apology given and may want to make a complaint.

2. Definition

- 2.1 The Fund Raising Standards Board (FRSB) will deal with all complaints that are concerned with a breach of the institute of Fundraisings Codes of Fundraising Practice or a breach of the Fundraising Promise.
- 2.2 The FRSB will only investigate complaints which have previously been directed to the charity concerned and where the complainant remains dissatisfied with the outcome.
- 2.3 The potential subject/s of a complaint is wide. This policy deals with concerns that any person who is in contact with Food4Africa may have.
- 2.4 We will deal with all complaints on a fair and equitable basis. We will aim to deal with complaints quickly and fully at the level at which they are raised.

3. Governance

- 3.1 The Food4Africa Complaints Coordinator is

Robert Prentice, Partner, McLellan Harris & Co, Waterloo Chambers, 19 Waterloo Street, Glasgow, G2 6AY
- 3.2 The Complaints Coordinator will ensure that a full investigation of a complaint is undertaken and that a response is provided within the required timescales.
- 3.3 The Complaints coordinator will ensure that any learning points or required action plans arising from complaints are enacted.

- 3.4 The Complaints Coordinator will maintain a Complaints Record of each and every complaint.
- 3.5 The Complaints Coordinator will complete and file an annual return on the number and nature of complaints to the FRSB Office for Scotland and Northern Ireland.
- 3.6 The Complaints Record will cover the following:
- a copy of the complaint
 - details of the code or section of the Fundraising Promise it is alleged may have been breached
 - the date on which the complaint was received
 - details of the investigation undertaken
 - a copy of all the communications with the complainant

4. Verbal Complaints, Comments, Concerns and Suggestions

- 4.1 Often individuals will raise issues without wishing to make a formal complaint, or they may wish to comment or make suggestions for improvement.
- 4.2 These issues may be raised face-to-face, by telephone or via the Food4Africa website. This should be within 3 months of the incident cited within the complaint.
- 4.3 Every effort will be made to fully resolve the complaint at the point of contact. This will include ensuring that the complainant is satisfied with the use of the informal process.
- 4.4 All verbal complaints will be acknowledged in writing within 14 days of receipt of the complaint.
- 4.5 A written response to the complaint, including a summary of the investigative process will be provided within 30 days of receipt of the complaint (see paragraph 6).
- 4.6 Our Complaints Coordinator will maintain a complete record of your complaint. The number and nature of complaints are recorded in our annual return to the FRSB.

5. Complaints made in Writing or by email

- 5.1 All written complaints will be acknowledged in writing within 14 days of the receipt of the complaint.
- 5.2 A written response to the complainant, including a summary of the investigative process, will be provided within 30 days of the receipt of the complaint (see paragraph 6).

- 5.3 Our Complaints Coordinator will oversee the complaints handling process and the associated investigation.
- 5.4 The investigation will include speaking to the individual/s working “in aid of” or “on behalf of” Food4Africa to whom the complaint pertains. If the complaint involves a third party (e.g. a witness to events, or a supplier) we will also speak with them. All aspects of the investigation will be recorded in writing and kept on file.
- 5.5 If the complaint is about fundraising we will ascertain whether or not it is a breach of the Institute of Fundraising Codes of practice and/or the Fundraising standards Board Fundraising promise.
 - 5.5.1 If the complaint is upheld we will write to you to apologise and outline the actions we will take to improve our future fundraising activities and prevent future recurrence of the problem.
 - 5.5.2 If the complaint is not upheld we will write to you to explain the reasons and advise that we will not be changing our fundraising practices.

6. Exceptional Circumstances

- 6.1 In the event that we are unable to conclude our investigations and written response within 30 days of receipt of the complaint we will write to you before the end of the 30 day period outlining the reasons for the delay and to provide a date for a final response.

7. If You are Dissatisfied with our Response

- 7.1 In the event that you are dissatisfied with our response, you should contact the FRSB within 2 months of receipt of our written response.
- 7.2 All correspondence pertaining to your complaint will be held by our Complaints Coordinator and made available to the FRSB if required.
- 7.3 If for any reason you remain dissatisfied with the action taken by the FRSB, you can ask the Board of Directors of the FRSB to review your complaint. Their decision will be made in writing within 60 days and will be final. Food4Africa agrees to abide by the FRSB Board.

- 8. A copy of this procedure and a copy of the Fundraising Promise can be accessed on our website:

www.food4africauk.org or by telephone on 0141 639 4525

- 8.1 Complaints Coordinator Contact Details:

Robert Prentice, Partner, McLellan Harris & Co, Waterloo Chambers, 19 Waterloo Street, Glasgow, G2 6AY

Tel: 0141-221 0631 email: robert@mcllellanharris.co.uk

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