

THE HUNGER PROJECT UK - COMPLAINTS MANAGEMENT POLICY

PURPOSE

The Purpose of this Policy is to:

- Provide an efficient, fair, accessible and easily understood framework for monitoring and responding to stakeholder complaints and feedback;
- Provide clear guidelines to all staff and volunteers on the complaints and feedback policies and procedures throughout The Hunger Project UK (THP-UK);
- Inform stakeholders about these policies and procedures; and
- recognise, promote and protect stakeholder's rights, including the right to comment and provide feedback on service.

THP-UK is committed to handling all complaints about our work and engagement with stakeholders and partners in a timely and professional manner. We recognise that complaints provide an opportunity for learning and are an important 'early warning' mechanism for us. We welcome complaints, as they provide useful information to enable us to perform our role better.

All complaints are to be acknowledged, and dealt with quickly, fairly, sensitively and confidentially.

SCOPE

This policy applies to anyone undertaking activities on behalf of THP-UK, including employees (whether permanent, casual, temporary, or contract staff) and volunteers.

This policy applies to any complaint about an action for which THP-UK is responsible or which is within our control.

THP-UK does not operate directly in programme countries. In those countries, complaints will be managed as follows:

- Where THP-UK directly funds a project (either wholly or partially) in a programme country, we will ensure that the in-country office has a complaints handling policy that is accessible and communicated to beneficiaries. We will request that any complaints are referred back to us where appropriate, and will monitor compliance as part of our monitoring and evaluation processes.
- Where THP-UK provides funding to The Hunger Project's global office, we will rely on the complaints handling policies of the global office to ensure that the policy is accessible and communicated to beneficiaries, and that complaints are referred back to us via the global office where appropriate. We will have regular discussions with the global office to understand the nature of any complaints.

DEFINITION OF A COMPLAINT

A complaint is:

- Any expression of dissatisfaction or concern made to an organisation by, or on behalf of, an individual, group or member of the public, that relates to the organisation's services, or the performance, behaviour and conduct of staff, or the complaints handling process itself.
- A complaint may be made in person, by phone, fax, email or in writing.

DEFINITION OF STAKEHOLDERS

THP-UK believes that any stakeholder has the right to raise a complaint, have that complaint addressed and receive a response.

For the purposes of this policy, the term stakeholder refers to:

- Investors – any person who currently donates or has in the past donated money to THP-UK;
- Supporters – any person who is part of The Hunger Project community, eg by subscribing to THP-UK’s email list or attending THP-UK workshops or events;
- Beneficiaries – any community, individual, organisation, government or other entity who relies on or benefits from our programmes or services;
- Partners – any community, individual, government, organisation or other entity with whom we work from time to time.

RESPONSIBILITIES

All staff and volunteers:

- Responsible for receiving stakeholder feedback;
- Give priority to assist in the resolution of complaints. They will resolve minor verbal complaints where appropriate or refer more serious verbal or written complaints directly to the Country Director;
- Record the details of minor verbal complaints received and resolved and send to the Country Director.

Country Director:

- Overall responsibility for all complaints and ensuring they are addressed as appropriate;
- Ensure that the Complaints Management Policy is implemented;
- Advise the Board of Trustees of the nature of any major complaints and action taken/to be taken;
- Maintain a list documenting all complaints received and how they were resolved, including any changes that may be required to procedures or ways of working;
- Review and investigate all unresolved complaints.

COMPLAINTS PROCEDURE

1. The THP-UK website lists the email address for the Country Director, as well as the THP-UK postal address, so that stakeholders know where to send any complaints or feedback. Contact details are also available in our annual report and other literature.
2. Staff and volunteers will handle straightforward, minor complaints as they are received by responding to the stakeholder with a phone call, email, or other communication channel in which the complaint was received (eg social media).
3. Where a minor complaint cannot be dealt with immediately, it will be acknowledged in writing within 5 working days. The written communication (email or letter) will detail what action will be taken, the contact details of the responsible manager, and the anticipated time for a response.
4. For any complaints that staff or volunteers cannot handle directly, these will be directed to the Country Director. The Country Director will acknowledge the complaint and will liaise with the complainant, in order to keep him/her informed of the progress of the action being taken.
5. Serious complaints involving inappropriate behaviour of staff or volunteers (eg rudeness, discrimination or harassment) will be directed to the Country Director, and if appropriate, the Chairman of the Board of Trustees. The initial acknowledgement by the responsible officer, detailing the action to be taken, will occur within 5 working days.
6. Serious complaints involving personal injury, a breach of the law or financial implications, and complaints which involve the need for a detailed knowledge of THPA's operations and procedures, will be directed to the Country Director, and if appropriate, the Chairman of the Board of Trustees. Once



again, the responsible officer will acknowledge the complaint within 5 working days of receiving the complaint.

7. In cases where the stakeholder does not accept the outcome resulting from this complaints procedure, the complainant will be advised of the ability to make a complaint to The Hunger Project's global office, or to the Charity Commission, and will be provided with contact details.
8. The Country Director will review the list of complaints and resolutions on an annual basis to ensure compliance with this policy and to ensure that all complaints were handled fairly regardless of the stakeholder's gender, status, background or level of participation with The Hunger Project.
9. The Country Director will provide a complaints report to the Board of Trustees annually.

CONFIDENTIALITY

The privacy and confidentiality of parties will be respected to the extent practicable and appropriate, and in line with the Data Protection Act 1998. THP-UK will not reveal the complainant's name or personal details to anyone outside the organisation without the complainant's permission.

Approved by the Board of Trustees 29 February 2016