

## Environmental Investigation Agency (UK) Ltd and Environmental Investigation Agency Trust

### EIA fundraising complaints policy and procedure

We welcome comments, feedback and suggestions and use these to improve our fundraising and communications with members and supporters, as well as with the general public, wherever possible. We will:

- Treat fundraising complaints seriously and deal with them properly
- Resolve fundraising complaints promptly and informally whenever possible
- Learn from fundraising complaints and take action to improve our supporters' experience
- Ensure that fundraising complaints are treated in confidence

#### Definition

We define a **fundraising complaint** as an expression of dissatisfaction with the **quality and the standards** of the fundraising specifically provided by **Environmental Investigation Agency (EIA)** or one of our fundraising contractors.

This is not the same as general correspondence from supporters expressing a *simple disagreement* with the choice of a fundraising technique.

Likewise, general correspondence from supporters expressing disagreement with one of our press releases or policy statements and campaigns. Such correspondence will be passed on to our Executive Director.

A *serious* fundraising complaint is defined as any alleged *breach* by the fundraising team, or by any of their contractors, of the [Fundraising Regulator Code of Fundraising Practice](#).

#### What to do if you have a fundraising complaint

Please let us know as quickly as possible. Any formal fundraising complaint against the charity must be made **as soon as possible** but **no later than one month** after the alleged incident.

#### What happens next?

If you contact us by phone, we will try to resolve the issue there and then. However, if the complaint is serious, we will ask you to put it in writing, by post or email. If you complain by email or in writing we will always acknowledge your complaint **within 3 working days**, and do everything we can to resolve it **within 10 working days**. If this is not possible, we will explain why and give a new deadline. Once you have made your complaint, our Fundraising Team may need to contact you for further information or clarification. For example, if the complaint is about a fundraising activity provided by a fundraising agency we will need to collect information such as what happened, when and how.

#### What if the complaint is not resolved?

If you are not happy with our response then you can get back in touch with us by writing to:

The Fundraising Complaints Coordinator

Email: fundraising@eia-international.org

Telephone: 020 7354 7960

Post: **Environmental Investigation Agency** 62/63 Upper Street, Islington, London N1 0NY

- ✓ Your complaint will then be reviewed by a member of our Senior Management Team and we will respond in writing **within 14 working days**.
- ✓ If for any reason you feel your complaint is still unresolved then please write to the **Chair of the Board of Trustees** of the **Environmental Investigation Agency Trust**, 62/63 Upper Street, Islington, London N1 0NY

### Member and Supporter Charter

When you choose to support us we promise to:

- Acknowledge your support by keeping you regularly updated on how your support contributes to our campaigns, advocacy, investigative research and to our work with local partners overseas, unless you opt-out. We offer a variety of ways for you to keep updated on how you are contributing to our work.
- Use all donations effectively where the need is greatest. All donations shall be used wisely, and efficiently. The public can see our **Annual Reports and Accounts** on the Charity Commission and Companies House websites.
- Respond promptly and efficiently to any email, phone and letter enquiries or social media message that need an answer. Our Fundraising Team is on hand to answer any of your questions about our work. Our aim is to ensure that you as supporter have access to information about the work that you are funding.
- Treat all personal information with confidence and comply with the UK Data Protection Act 1998. We shall respect your right to privacy and confidentiality, securely storing any information that you may give us.

Any concerns that you may have relating to the above points will be handled swiftly and effectively by the Fundraising Team. You can contact them directly on:

Email: fundraising@eia-international.org

Telephone: 020 7354 7960

Post: **Environmental Investigation Agency**, Fundraising Team, 62/63 Upper Street, Islington, London N1 0NY

We are committed to the highest standards in fundraising practice. As such, we aim to adhere to the [Fundraising Regulator Fundraising Promise and Codes of Fundraising Practice](#).