

FR-005 EIA UK Fundraising External Complaints Policy and Procedure

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Introduction

EIA UK fundraising activities are carried out to the highest standards of best practice.

We do this within the framework of the [Fundraising Regulator code of fundraising practice](#) and in compliance with the [complaints procedure of the Fundraising Regulator](#).

Should a supporter or a member of the general public make a formal complaint against our fundraising by contacting the Fundraising Regulator directly it is important for EIA UK to demonstrate that we are honest, transparent and accountable.

This procedure encompasses supporters or members of the general public wishing to provide feedback or make a formal complaint.

EIA UK guarantees that it will investigate any complaint thoroughly and fairly whilst maintaining confidentiality at all times. We will strive to resolve all complaints amicably and to the satisfaction of all parties. If we are found to be at fault we will rectify any malpractice, including retraining and disciplinary action if necessary.

Feedback and Complaints

We are accountable, so if you have any query about our fundraising or if you are unhappy with anything we've done, you can call us on 44 (0)20 7354 7960, email or post a letter to the Head of Fundraising. Positive feedback is also welcome.

What happens after I submit my feedback?

Your feedback will be logged and passed to the relevant department. If you have requested a response we will aim to acknowledge your feedback within three working days. Complaints will be passed to an appropriate member of staff, usually a manager. We aim to resolve complaints as quickly as possible, usually within 10 working days. Sometimes, we may need to investigate the circumstances surrounding your complaint to ensure we take appropriate action. We will contact you to explain this. When the investigation is complete we will contact you.

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.

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 UK (EIA UK) 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: EIA UK 62/63 Upper Street, Islington, London N1 0NY In his/her absence, complaints will be forwarded to the Head of Fundraising.

- 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 UK, 62/63 Upper Street, Islington, London N1 0NY.

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 2018 and UK General Data Protection Regulation, which came into effect on 25 May 2018. 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.

Finally, 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](#).