



SEEKENYA

COMPLAINTS POLICY

SeeKenya is committed to high standards across all our work. We recognise that, despite our best efforts, processes and training, there is always the possibility that we may occasionally fail to meet the high standards that we set for our activities.

If you have a complaint or concern, we will listen and treat them seriously and as an opportunity to improve. This document sets out procedures that SeeKenya follow both in the UK and overseas to manage complaints.

When does the policy apply?

The complaints policy is intended for use by supporters, partners, beneficiaries, volunteers and the public. It should not be used to raise employee complaints. The complaints policy does not apply to complaints that are subject to current investigation by any regulatory body or legal or official authority in the UK or Kenya (for example, a complaint that is currently being reviewed by the UK Charity Commission).

For any safeguarding complaints, please see our Safeguarding Policy which can be found on our website at www.seekenya.org/policies

This policy should also be used for any fundraising complaints. As a charity we follow the Fundraising Regulator's Code of Fundraising Practice;

- **Legal** - All fundraising must meet the requirements of the law
- **Open** - Fundraisers must be open with the public about their processes and must be willing to explain (where appropriate) if they are asked for more information
- **Honest** - Fundraisers must act with integrity and must not mislead the public about the cause they are fundraising for or the way a donation will be used
- **Respectful** - Fundraisers must demonstrate respect whenever they have contact with any member of the public

How to make a complaint

We hope that most issues can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible and within 30 days as this will enable us to establish what happened more easily.

Please include full details of the issue being complained about, along with any relevant documentation. Where possible the complainant should try to remember the details surrounding the issue, including names of people where necessary and a timeline of events.

When we look into your complaint;

- We will handle all complaints promptly, objectively, fairly and confidentially
- We will investigate where necessary to find out what happened and what went wrong
- If we are at fault we will try and put things right as quickly as possible
- We will identify what we can do to avoid a repeat occurrence

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff. Confidential information in relation to your complaint will be handled sensitively.

Details of the complaint and resolution will be kept and used to review complaints procedures going forward.

Clinic complaints

If your complaint arises during a SeeKenya clinic, please speak to or address a written complaint to **Rachel Marson**. Your complaint will then be investigated and addressed as required.

Complaints outside SeeKenya clinics

If your complaint arises outside the clinics, please put this in writing and submit via our head office;

Email: admin@seekenya.org

Postal address: SeeKenya Complaints, The King's Centre, 33-35 Victoria Road, Burgess Hill, West Sussex, RH15 9LR, UK

These complaints will be handled by SeeKenya's Administrator.

Complaint response times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required, we aim to provide a full response within 20 working days. If there are exceptional circumstances where that is not possible, we will advise you.

What if our response does not satisfy you?

If you are dissatisfied with our response and the handling of your complaint, you may write to the Chairman of Trustees who will review the complaint and consider what further action may or may not be taken. Please address correspondence to 'SeeKenya Chair of Trustees' and send to our head office address above.

Ultimately, we are regulated by the Charity Commission and complaints can be made online at:

www.gov.uk/government/organisations/charity-commission

Fundraising complaints can be made to the Fundraising Regulator online at:

<https://www.fundraisingregulator.org.uk/complaints/make-complaint>

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