DOCTORS OF THE WORLD UK

FUNDRAISING COMPLAINTS PROCEDURE

1 Introduction

At Doctors of the World UK (DOTW) we aim to treat our donors and supporters with the highest level of care and respect. If a complaint is received it will be recorded and will be investigated promptly and fully in accordance with this policy.

We aim to constantly improve our service to donors, supporters and members of the public and to adhere to best practice. We view any complaint as an opportunity to review our processes and practices and to strengthen and improve them whenever possible.

Doctors of the World UK is regulated by the Fundraising Regulator and by the Charity Commission. The Fundraising Regulator is the independent regulator of charity fundraising and is responsible for the Code of Fundraising Practice.

For more information on the Fundraising Regulator visit
https://www.fundraisingregulator.org.uk/

We follow the Fundraising Regulator's Fundraising Promise:

https://www.fundraisingregulator.org.uk/code/fundraising-promise

2 What is a complaint?

A complaint is a situation or instance where someone, whether an individual or an organisation, considers that DOTW has not met their reasonable expectations and therefore wishes to express their dissatisfaction. A complaint can be made to DOTW in any way including telephone, mail, e mail, social media or in person.

3 DOTW's Complaints Process

We take all complaints very seriously and aim to resolve them not just quickly, fairly and effectively but also with sensitivity.

Your complaint will be acknowledged within 5 working days of receipt and if possible we will provide a full response at the same time.

Sometimes a complaint will require more investigation. If so, when we acknowledge receipt of your complaint we will give you an estimate of the timescale for our full response. We will also keep you up to date as appropriate throughout our investigations. We will tell you who is managing your complaint and give you their contact details so that you are able to get in touch with them if you need to. In any event, we aim to provide a full response within 20 working days of receipt of your complaint.

If you make a complaint please make sure you provide us with full contact details and explain your concerns as clearly and in as much detail as possible. If we need to ask you for more information to investigate your concerns fully we would be grateful if you could respond to any such requests as promptly as possible.

Our aim is to resolve all complaints in an honest, open and satisfactory way. If on receipt of our response you remain unhappy, you can request that your complaint be escalated to the Board of Trustees who will review your complaint and the initial outcome before responding to you.

If after going through the above procedure you still remain unhappy, you can contact the following:

For complaints about DOTW's fundraising activities:

Fundraising Regulator

2nd Floor

CAN Mezzanine Building

49-51 East Road

London N1 6AH

For all other areas of our work:

The Charity Commission

PO Box 1227

Liverpool

L69 3UG

Your information

To enable us to manage our complaints process effectively, we keep a log of all complaints raised including information about you as a complainant. Please refer to our privacy policy for more information about this.