

Complaints Procedure

Version number	v1.0
Date updated	June 2021
Updated by	Miriam Norgate, Senior Operations Manager

Purpose:

Malaria No More UK acknowledges that there may be times when the organisation either does not meet, or may be perceived not to meet appropriately, the high standards that have been set with regards to the organisation's activities. Should a complaint be raised, this document lays out the approach the organisation will take to investigate and address any concerns in an effective and transparent way. MNMUK is committed to learning and growing and identifying areas where improvements can be made and reviewing any complaints made will inform these processes.

Action:

MNMUK will address the complaint in a direct and professional manner that will seek to correct any mistakes and address concerns in a timely and appropriate fashion.

There is a two-tiered approach to dealing with any complaints:

- Firstly, the complaint will be dealt with by the relevant Department Head. For example, a fundraising complaint would first be addressed by our Head of Fundraising, or if a communications output then the Head of Communications would respond and so on.
- Secondly, if the situation requires it, then the complaint may also be escalated to the Chief Operating Officer who will then manage the complaint investigation process.

MNMUK will treat all complainants with courtesy and respect, listen to what they say, keep them informed about the progress, provide a prompt response and inform on the options of who to go to if the need is felt to escalate the complaint.

Exceptions:

There are exceptions to the above and these include:

- When a complaint is regarding something that MNMUK has no direct connection to. The organisation is not obliged to reply but will endeavour to do so if possible.
- When an individual unreasonably pursues a complaint that has already been responded to. They will be given escalation options, but the organisation may choose not to reply again. Any decision to do this will be advised.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been also sent to numerous other organisations as part of a bulk mailing or email. In this instance, MNMUK can choose whether it is necessary to reply or not.

- The organisation cannot respond to complaints made anonymously. However, MNMUK may investigate the complaint and use the information to improve activities.

How to contact MNMUK:

- Email : info@malarianomore.org.uk
- Call : +44 (0) 20 3752 5862. Phone lines are open Monday to Friday from 9.30am to 5.30pm. Outside of these hours a message can be left on the organisation's voicemail or the out of hours mobile number can be utilised.
- Write :
Senior Operations Manager
Malaria No More UK
The Foundry
17 Oval Way
London
SE11 5RR
UK

Any complainant should include their name, address and contact telephone number in any correspondence.

How long will it take?:

- An acknowledgement of the complaint will be sent within 3 working days of the complaint being received.
- A representative of the organisation may contact the complainant requesting more details relating to the complaint in order to be able to fully investigate the matter.
- Malaria No More UK will endeavour to respond fully and conclusively to all complaints within ten working days.
- If any complaint requires a full investigation which may take longer than this timescale, then a progress update will be sent.
- On completion of the investigation, there will be an opportunity to request further discussion if appropriate, or the action planned to resolve the issue will be confirmed.

If the complainant feels that the complaint is not resolved:

MNMUK is a member of the [Fundraising Regulator](#). If the complaint is about any fundraising activity and the complainant does not feel that after full investigation MNMUK has resolved it satisfactorily (or if no response is received from the organisation at all), the regulator may be contacted within two months of any response from MNMUK. For other matters these can be escalated directly to the chair of the board of trustees, or other trustee (whose contact details are available on the Charity Commission website). For matters that form part of whistleblowing or governance concerns, unresolved complaints can also be raised with the designated whistle blowing trustees on whistleblower@malarianomore.org.uk. Full details can be found on the website: www.malarianomore.org.uk or contact as above to request them.

Policy Review

This Policy will be maintained by the Senior Operations Manager, with review and approval by the Leadership Team and the CEO