



## **GLOBAL CHALLENGE UK COMPLAINTS POLICY AND PROCEDURE**

### **Policy Statement**

This policy applies to Global Challenge UK and is global in application. A complaint can be made by any supporter, partner organization, community or individual with whom we work or any member of the public whether an individual, company or entity in the UK or anywhere else in the world.

Ensuring that our stakeholders can hold us to account will improve the quality of our work. Global Challenge UK (henceforth known as 'GC') strives to be excellent in all that it does but recognizes that this cannot always be the case. When we make a mistake we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.

GC is committed to ensuring the accessibility of its Complaints Policy, procedures and systems for making a complaint, across the breadth of our work.

GC is also covered by the Fundraising Regulator (FR), if someone feels that we have not satisfactorily solved their complaint, they can contact the FR.

<https://www.fundraisingregulator.org.uk>

GC will listen to feedback and respond appropriately to criticism received.

GC will provide clear and evidence based reasons for its decisions.

If GC's response is unsatisfactory:

- Any complaints about GC'S fundraising should be made to the independent Fundraising regulator [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) who sets out the professional standards that GC follows.
- Any complaints on other matters concerning GC should be made to the Charity Commission [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

GC will monitor and record the number of complaints received each year and share this data with the Fundraising Regulator or Charity Commission on request.

If people are unhappy with anything GC has done, they can contact us to make a complaint, using the contact details below.

Our address is:

Global Challenge

% Queens Road Baptist Church

2 Queens Road,

Broadstairs

CT10 1NU

Tel: +44(0)1843 602762

Email: [globalchallengecharity@qrbc.net](mailto:globalchallengecharity@qrbc.net)

Website: [www.globalchallengecharity.com](http://www.globalchallengecharity.com)

## Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by GC or its trustees, coordinators, volunteers or anybody directly involved in the delivery of our work. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign
- Concern about the behaviour of trustees, coordinators, volunteers or contractors.

A complaint has to be about an action for which GC is responsible or is within our sphere of influence.

A complaint is **not**:

- a general query about GC's work
- a request for information
- a contractual dispute
- a request to amend records e.g. to correct an address, cancel a donation
- a request to unsubscribe from a GC 'service' e.g. a newsletter or email.

## Principles and Procedures

Accessibility. Complainants should be able to make a complaint as easily as possible: written correspondence, email, telephone, verbally, via a third party, etc. We are committed to making communication with us as easy as possible

Timeliness. GC aims to resolve complaints within 14 days of receipt. In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive a response. Complaints should be made within 3 months of the relevant incident. In exceptional circumstances GC may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

Registered Charity No: 1121686  
globalchallengecharity.com  
globalchallengecharity@qrbc.net

Confidentiality. Some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

Documented. Some complaints may be both made and resolved verbally, e.g. by telephone or face to face. Where they are unable to be resolved verbally, complaints must be made in writing.

Right to appeal. Complainants who have launched a well-founded complaint and who are unsatisfied with GC's response to that complaint have the right to appeal. In the first instance this is in writing to GC who will respond within 14 days to the appeal.

After an Appeal. After the internal appeal, there is no further internal process. You may however still contact our UK Regulator, The Charity Commission. Outside the UK, we will notify you if there is an external procedure, but in any event you may contact the Charity Commission.

Mutual Respect. Everyone who makes a complaint to GC will be treated with courtesy and respect. In return, GC expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass trustees or coordinators, behave abusively, or unreasonably pursue complaints, GC reserves the right to withdraw or modify its complaints process.

Part of a learning process. We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate trustees in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

Procedure Agreed & Adopted: February 2021

Reviewed by GC Trustees

Date: 9 November 2023 (Minuted as Point 5.1)

**To be reviewed biennially thereafter.**