

World Vision UK Complaints Policy

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1. World Vision UK complaints policy statement

A major strategic driver at World Vision UK is to improve the experience supporters receive when they partner with us. In order to offer the very highest standards of supporter experience and customer service, it is essential that we actively seek ways to hear what our supporters are saying, and understand how they feel about that experience, so that we can respond appropriately. Receiving feedback, and responding to complaints, is also an important way for us to demonstrate accountability to our supporters.

Therefore World Vision UK is committed both to seeking feedback about its work from supporters and members of the public, and to responding appropriately wherever this feedback represents a complaint about an aspect of World Vision UK's work or practices. This policy will be kept under review and will be publicly available both on the World Vision UK website, and in hard copy if requested.

2. How World Vision UK will handle complaints

Who is able to make a complaint to World Vision UK?

All supporters, communities or individuals with whom we work, partner organisations, and members of the public (including companies and other organisations or groups) are able to make a complaint to World Vision UK. Relatives, friends, carers and other organisations are able to make contact on the complainant's behalf.

Definition of a complaint

World Vision UK defines a complaint in the following way:

'An expression of dissatisfaction, whether oral or written, and whether justified or not, about any aspect of the organisations work, policies or procedures, as well as the standards of service WVUK offers, whether in the UK or Overseas.

A complaint could include:

- A concern relating to our development programmes, by either a supporter or member of the public
- A concern relating to the actions of one of our members of staff, in the UK or abroad
- A concern relating to an aspect of the service we provide to Child Sponsors and other World Vision UK supporters
- A concern relating to World Vision UK's fundraising and campaigning activities.

A complaint is not:

- A general enquiry about World Vision UK's work
- A contractual dispute
- A request to amend a supporter's record or mailing preferences.

World Vision is committed to advocating and campaigning for vulnerable children across the world. We understand that as we undertake activities to see change for children, we will have conversations with those who may disagree with an aspect of our work, our policies or our position on specific issues. Within this environment, if the dissatisfied participant wishes to formalise a complaint, or receive further information on their complaint, we would advise that they contact us as directed in our complaints procedure.

The outcome of the complaint

If we find that your complaint is justified we will apologise, and if appropriate, seek to make changes. If we find that the complaint is not justified, we will explain that we will not be changing our practices and give a clear reason for this position.

An annual report about the complaints made to World Vision UK is submitted to the Fundraising Standards Board and shared with World Vision UK's Executive Leadership Team.

When will World Vision UK not respond to a complaint?

World Vision UK will treat all complainants in a courteous and respectful manner, and in return expects complainants to communicate their concerns fairly and appropriately. We may choose not to respond to a complainant who is abusive or offensive in their manner. We may also choose not to respond when someone unreasonably pursues a complaint to which we have already responded, and when they have failed to use the specified escalation process. In these circumstances, the complainant will always be informed of the decision not to respond.

We are unable to respond to complaints that do not directly relate to an aspect of our work or practices, or that we are not in a position to comment on. If a considerable amount of time has elapsed since the problem occurred, meaning that those involved are unable to recall the details of the incident, World Vision UK may decide that it is impractical to respond to the complaint. Again, the complainant will always be informed of the decision not to respond to the complaint in these circumstances.

World Vision UK is unable to respond to complaints made anonymously, but will still investigate the contents of the complaint and use it to improve or change practice wherever appropriate.

Any complaints that are subject to current investigation by a legal or regulatory authority, either in the UK or another country in which we operate, will be subject to the complaints procedure of that authority.

Confidentiality of complaints

Personal information will be treated in the strictest of confidence, in line with World Vision UK's confidentiality policy. The subject matter of a complaint will also be handled confidentially if requested by the complainant.

In some cases World Vision UK may decide that it is necessary to disclose information to third parties in order to investigate or resolve a complaint. This will be decided on a case-by-case basis, and will be done in discussion with the complainant.

3. The complaints process

All complaints should initially be made to the Supporter Care team by phone, email or letter. The World Vision UK Supporter Care team will then respond to the complaint using the same medium, unless requested otherwise. Complainants are encouraged to make contact by telephone wherever possible, as this will ensure that all the necessary information is gathered immediately, and may also mean that the problem can be resolved straightaway. Complaints made by email will receive a response within five working days. Complaints made by post will receive a response within ten working days of initially receiving the letter.

We are aware that a supporter or member of the public may choose to express a complaint via our presence on social media platforms. In these instances we will give an initial response within 48 hours. Depending on the complaint World Vision UK reserves the right to decide to either respond further within the social media platform or request that the complainant contact us through other means, such as by phone. This is to ensure that we comply with World Vision UK's confidentiality policy as well as practically helping us gather all the appropriate information quickly.

World Vision UK aims to respond in full to complaints within the time scales stated above. If the investigation will take longer than this, World Vision UK will inform the complainant of the reason for this and tell them when they can expect the full response.

Complainants are encouraged to provide a proposed solution or outcome to the problem raised, so that World Vision UK can seek to meet their requirements and requests fully.

Escalation process

1. WVUK Supporter Care Manager

If a complainant feels that the Supporter Care Team has not resolved their complaint satisfactorily, they can escalate it to World Vision UK's Supporter Care Manager. Complainants are requested to outline why they have not been satisfied with the response to date, and what action they would like to see as a result of the complaint.

2. Regulatory bodies

If a complainant still feels that their complaint is unresolved, they can choose to escalate the matter to one of two regulatory bodies:

- If the complaint is concerned with World Vision UK's fundraising practice, the complaint can be escalated to the Fundraising Standards Board
- All other complaints can be escalated to the Charities Commission.

The contact details of the Supporter Care team, Supporter Care Manager, and Fundraising Standards Board and Charities Commission can be found on the World Vision UK website, and will be provided over the telephone or in hard copy to anyone requesting them.

Last updated: June 2016