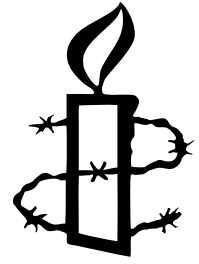


Amnesty International UK

Feedback policy and procedure



Large print version

How we deal with comments and complaints from stakeholders

Amnesty International UK (AIUK) values feedback from our stakeholders – our members, partners and supporters, the other individuals and organisations we work with and on behalf of, and the wider public.

Whether you are happy or unhappy about any aspect of our activity or work, we would like to hear about it, because listening to your views will help improve our work as an organisation. We seek to deal with comments or complaints in a respectful, open and responsible way: this is integral to our commitment to transparency and accountability.

You do not have to read the whole of this document before making a comment or complaint. Section 5 explains how to contact us. The rest of the document explains how we respond to your feedback, and how it contributes to improving our work.

1. Policy statement and principles

Having a policy and procedure for handling feedback from our stakeholders is an important part of strengthening AIUK's transparency and accountability. Learning from those who affect or are affected by aspects of our work can help us to improve our performance. We encourage and sometimes request feedback from all our stakeholders. Your views are important to us and we take seriously any comments and complaints we receive. This policy applies to all AIUK operations: the head office in London, regional offices in Belfast, Cardiff and Edinburgh, and Amnesty bookshops.

This policy is guided by the following principles:

- respect for the person giving feedback
- confidentiality
- commitment to learn from feedback.



2. What does this policy cover?

This policy covers:

- feedback about AIUK's mission and values, strategies, policies, objectives, decisions, activities, governance, performance, use of resources, and behaviour of our staff and office/shop volunteers, activists, members of the Board and Trust;
- feedback from all our stakeholders – including the individuals, groups and communities whose rights we seek to defend, members, partner organisations, supporters, activists, donors, suppliers and the general public.

This policy does not cover:

- feedback from staff, office/shop volunteers, Board and Trustees. This is governed by our Human Resources and other internal policies;
- feedback about products and services provided to Amnesty by third parties. AIUK will refer the feedback to the third party who will act upon it according to its own policies.

3. Feedback: comment or complaint?

Feedback is a positive or negative comment, or a more formalised complaint, from a stakeholder about AIUK's mission and values, strategies, policies, objectives, decisions, activities, governance, performance, use of resources, or behaviour of our staff and office/shop volunteers, activists and members of our Board and Trust.

This policy distinguishes between two types of external feedback: (a) comment; and (b) complaint.

A **comment** is an expression of satisfaction or dissatisfaction, or a suggestion for improvement.

A **complaint** is a more formal claim that AIUK has failed to meet an organisational commitment.

The procedures for dealing with comments and complaints differ.

A comment is acknowledged (in writing or orally), is recorded, and is used to help the organisation to learn (see Section 7).

A complaint prompts a more formal process aiming for resolution (see Section 8). A complaint requires an investigation, followed by a formal response to the person making the complaint. Complaints are also recorded and used to foster organisational learning.



Investigating a complaint uses AIUK's limited resources, so we expect the person who is making the complaint to:

- provide as much information as possible;
- be willing to be contacted and engage in the complaints process, if necessary;
- understand that making a complaint triggers a more formal process than a comment which simply expresses a point of view or criticises our work.

Feedback provided by or concerning a person under 18 will be dealt with in the strictest confidence and in accordance with AIUK's child protection policy.

4. What feedback will AIUK consider?

If we receive feedback anonymously we will take it into account and use it as an opportunity to learn. We cannot respond to anonymous feedback.

We may choose not to respond to feedback which:

- is abusive or offensive;
- seeks to bypass the stages of the complaints procedure outlined in this document;
- is repeatedly stated in a manner not conducive to resolution.

If you believe a young person is at risk of harm, injury or abuse then contact the emergency services directly.

5. To whom should I address my feedback and how should I do it?

Please address your feedback initially to our Supporter Care Team (Stage 1). You can contact us in whichever way is most convenient to you: mail, phone, fax or email.

Amnesty International UK
The Human Rights Action Centre
Supporter Care Team
17-25 New Inn Yard
London EC2A 3EA

Phone: +44 (0) 20 7033 1777 (Monday to Friday – from 9am to 6pm)

Fax : +44 (0) 20 7033 1503

Text phone: +44 (0)20 7033 1664

Email: feedback@amnesty.org.uk

Website: www.amnesty.org.uk/feedback



Please remember to give us your name, address and contact telephone number.

You can give feedback on behalf of other people, as long as you have their consent to act on their behalf.

6. When can I expect a response?

We will acknowledge all feedback received within seven working days and reply to complaints within 20 working days. You can expect a similar response-time for each of the three stages of the complaints procedure.

If further investigation is required to enable us to respond and if we envisage that it will take longer to resolve the complaint, we will explain to you in writing what actions still need to be taken and how long it is likely to take before we can reply in full.

7. Will my feedback be taken seriously?

The staff in our Supporter Care Team have been trained to handle feedback in an efficient, respectful and professional way. As an organisation, we understand that listening to our stakeholders is important and that we have much to learn from you.

The Feedback Oversight Panel, composed of the AIUK Director, the director of Corporate Services, the Transparency and Accountability manager, and a member of the Board, meets every quarter to discuss feedback received. The panel monitors the implementation of this policy and procedure; analyses feedback patterns; fosters wider organisational learning and, where appropriate, recommends organisational change to the Senior Management Team and the Board. The panel provides independent oversight, as its members are not involved in the day-to-day management of feedback.

Once a year we will publish a summary of the feedback received in our Accountability Report. This will include the key lessons learned and changes implemented as a result of feedback. No information identifying the individuals giving feedback will be included in the report.

8. What can I do if I am dissatisfied with AIUK's first response to my complaint?

We will do our best to ensure that any person making a complaint is satisfied with the way we handle it. If you are unhappy with our



response in Stage 1, you can write to the Feedback Oversight Panel (Stage 2) within 20 days of receiving our written response. The panel will consider your appeal and what further action may be taken and will reply to you within 20 working days. The panel will reconsider the evidence already collected and, if necessary, re-investigate the complaint.

Amnesty International UK
The Human Rights Action Centre
Feedback Oversight Panel
17-25 New Inn Yard
London EC2A 3EA
Fax: +44 (0) 20 7033 1764
Email: feedbackpanel@amnesty.org.uk

The Feedback Oversight Panel will not reply to complaints which have not been through Stage 1.

If you are not satisfied with the response from the Feedback Oversight Panel (Stage 2), you can make a further appeal to the Board (Stage 3) within 20 days of receiving the panel's written response. You should write directly to the Chair of the Board.

Amnesty International UK
The Human Rights Action Centre
Chair of the Board
17-25 New Inn Yard
London EC2A 3EA
Fax: +44 (0) 20 7033 1796
Email: boardchair@amnesty.org.uk

The Board will not reply to complaints which have not been through Stages 1 and 2.

At Stage 3, the written decision of the Board is deemed to be final and the matter will be officially closed. There is no further right of appeal within AIUK. However, if you are still dissatisfied and your complaint concerns fundraising (Section 9), or you believe AIUK has acted illegally (Section 10), you can pursue your complaint with an external body.



9. What if I think my complaint about fundraising has not been resolved through Stages 1, 2 and 3 (internal procedure)?

Amnesty International is a signatory to the International NGO Accountability Charter and AIUK is a member of the Fundraising Standards Board (FRSB) in the UK. We are committed to the highest fundraising standards. If your complaint is about fundraising (eg direct debit, street fundraisers, use of images) and you are not satisfied with the outcome of our internal procedure, you may contact the Fundraising Standards Board within two months of receiving our response. For details of how the FRSB investigates complaints, visit www.frsb.org.uk

Fundraising Standards Board
1st Floor
89 Albert Embankment
London
SE1 7TP
Phone: 0845 402 5442
Fax: 0845 402 5443
Email: info@frsb.org.uk

10. What if I think AIUK has acted illegally on a matter other than fundraising, and my complaint has not been resolved through the three-stage internal procedure?

Our charity activities are regulated by the Charity Commission, which acts as an independent regulator. If you are dissatisfied with the final appeal outcome and believe the decision constitutes a breach of the law, you can complain to the commission.

Charity Commission Direct (for England and Wales)
PO Box 1227
Liverpool
L69 3UG
Phone: 0845 300 0218
Text Phone: 0845 300 0219
Fax: 0151 703 1555
Email: enquiries@charitycommission.gsi.gov.uk
Website: <http://www.charitycommission.gov.uk>



Office of the Scottish Charity Regulator (OSCR)
2nd Floor
Quadrant House
9 Riverside Drive
Dundee
DD1 4NY
Phone: 01382 220446.
Fax: 01382 220314
Email: info@oscr.org.uk.
Website: <http://www.oscr.org.uk>

11. Accessibility

AIUK is committed to Equality and Diversity principles. As well as English, this policy and the feedback forms are available in Welsh in print and online, and are also available in Braille, large font and audio-tape. You can download the Welsh and large font versions at www.amnesty.org.uk/feedback or contact our Supporter Care Team (see Section 5) if you would like to receive a print or other version of the policy or form.

12. Welcoming feedback, respecting confidentiality

All comments are welcomed and complaints will be investigated fully, fairly and, where appropriate, in the strictest confidence. The name of the person making the complaint will only be disclosed after consultation and agreement. We will not disclose information on any person under 18 which may identify them or make them vulnerable. We respect people who complain, and will continue to treat them with consideration, regardless of the outcome of the complaints procedure.

13. Policy Review

This is a new policy and it will be reviewed in December 2010.