



OxfordAgainstCutting

StopFemaleGenitalMutilation

Complaints Policy

Policy statement

Receiving feedback and responding to complaints is an important part of improving Oxford Against Cutting's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Scope

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

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Oxford Against Cutting or its staff and associated personnel. 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 action
- Concern about the behaviour of staff or associated personnel

A complaint has to be about some action for which Oxford Against Cutting is responsible or is within our sphere of influence.

A complaint is **not**:

- A general enquiry about Oxford Against Cutting's work
- A request for information

Oxford Against Cutting	Registered Charity Number: 1161597
Complaints Policy	Approved: October 2019
Version 1	To be reviewed: Annually, Oct 2020

- A contractual dispute
- A request to amend records e.g. to correct an address
- A request to unsubscribe from an Oxford Against Cutting service e.g. a campaign newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Procedures for making a complaint

It is hoped that most complaints or concerns about Oxford Against Cutting's work or behaviour can and will be dealt with informally by staff or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing either directly by the individual or organisation making the complaint or by someone acting on their behalf. We can accept formal complaints verbally to ensure accessibility for all individuals. See below for details about to whom to address a complaint.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- Any supporter
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Whistleblowing

As a whistleblower you are protected by law - you should not be treated unfairly or lose your job because you 'blow the whistle'.

You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

Oxford Against Cutting	Registered Charity Number: 1161597
Complaints Policy	Approved: October 2019
Version 1	To be reviewed: Annually, Oct 2020

Who is not covered by this policy?

Complaints by staff are governed by Oxford Against Cutting’s Grievance Policy and Procedure. Complaints relating to safeguarding concerns will be dealt with through Oxford Against Cutting’s Child Protection and Safeguarding Policy or Vulnerable Adults Policy.

How to make a complaint

Complaints should be sent to:

Kate Agha
Oxford Against Cutting
Email: kate.gha@oxfordagainstcutting.org
Tel: +44 07909 510840

If the complainant is not satisfied their complaint has been dealt with, they can appeal to the Board of Trustees.

Appeals should be sent to:

Caroline Pinder
Oxford Against Cutting
Email: caroline.pinder@btinternet.com

This policy was adopted by the Trustees on (date)

On behalf of the Trustees: (signed)

This policy will be reviewed annually by the Trustees; next renewal date is:

Oxford Against Cutting	Registered Charity Number: 1161597
Complaints Policy	Approved: October 2019
Version 1	To be reviewed: Annually, Oct 2020