

Our Complaints Procedure

The Fundraising Standards Board works to ensure that organisations raising money for charity do so honestly and properly. As a member of the scheme, Ethiopiaid follows the Institute of Fundraising's Codes of Fundraising Practice and complies with the key principles embodied in the Codes and in its Promise.



The FRSB will deal with all complaints that are concerned with a breach of the Institute of Fundraising's Codes of Fundraising Practice or a breach of the Fundraising Promise, provided that the complainant has first directed the complaint to Ethiopiaid and is not satisfied with the answer received.

The Complaints Process

If a complaint is made by telephone, we will endeavour to resolve the complaint over the phone. If the problem cannot be resolved immediately, the complainant's contact details will be taken and the complaint will be acknowledged in writing within 14 days. The acknowledgement will include a summary of the telephone conversation and confirmation that the complaint will be dealt with within 30 days. If the complainant is satisfied with the response, the details will be recorded in our complaints file and this will be the end of the process.

If a complaint is made in writing by post or email, the complaint will be acknowledged in writing within 14 days, confirming that we will seek to resolve the complaint within 30 working days. If the complainant is satisfied with the response, the details will be recorded in our complaints file and this will be the end of the process.

If the complainant is dissatisfied, a meeting will be held with the relevant persons. The meeting will set out the nature of the complaint and determine what action needs to be taken. If the complaint is about fundraising we will make a note on whether it is about an alleged breach of the Institute of Fundraising's Codes of Fundraising Practice and/or the Fundraising Standards Board Fundraising Promise. The outcome of the meeting will typically produce one of two options:

- a) The complaint is justified. We will write to the complainant to apologise and let them know what actions will be taken.
- b) The complaint is not justified. We will write to the complainant to explain that we take complaints very seriously, but in this case we will not be changing our fundraising practices and we will give a reason for this position.

When writing to the complainant, we will make it clear that if they are not happy with our response, they should contact the Fundraising Standards Board within 2 months of receiving our response. We will make sure that all correspondence is on file and available to the Fundraising Standards Board in case the complaint is pursued further.

In exceptional circumstances, we may need more time than 30 days to gather all the information (for example, if a key member of staff is on annual leave or sick). If this happens, we will contact the complainant in writing with a copy to the Fundraising Standards Board outlining the situation.

give with confidence