

# **AMNESTY INTERNATIONAL UK FEEDBACK AND COMPLAINTS PROCEDURE**

## ***How we deal with feedback and complaints***

### **1. POLICY STATEMENT AND PRINCIPLES**

Amnesty International UK engages with supporters, members and stakeholders in many ways. This includes through various fundraising activities such as direct mail and street fundraising, and direct communications through social media and local, regional and national media. Members and stakeholders also have the opportunity to engage with Amnesty through regional and national meetings as well as the Amnesty International UK Section Annual General Meeting.

Amnesty International's strength is that we are a movement of people, and whether you are happy or unhappy about any aspect of our activity or work, we would like to hear about it. We know that listening to your views will help improve our work as an organisation.

We seek to deal with comments and complaints in a respectful, open, timely and responsible way within the constraints of our resources. This is integral to our commitment to transparency and accountability. In turn Amnesty International UK expects people who make a complaint to communicate their concerns fairly and appropriately.

### **2. WHAT DOES THIS PROCEDURE COVER?**

This policy covers feedback and complaints about Amnesty International UK's mission and values, strategies, policies, objectives, decisions, activities, governance, performance, use of resources, and the behaviour of for example, our staff and office/shop volunteers, activists and Board members.

It covers feedback and complaints in relation to both Amnesty International United Kingdom Section (which is not a charity) and Amnesty International UK Section Charitable Trust (which is a charity).

This policy does not cover:

- Feedback from staff, office/shop volunteers, and board members. This is governed by our Human Resources and other internal policies.
- Feedback and complaints relating to work carried out by Amnesty's International Secretariat or other non-UK Amnesty sections. Amnesty International UK will refer the feedback to the third party who will act upon it according to its own policies

### **3. HOW TO GIVE FEEDBACK**

Please address your feedback (comment, suggestion or complaint) initially to our Supporter Communications Team. 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: 020 7033 1777 (Monday to Friday – from 9am to 6pm)  
Fax : 020 7033 1503  
Text phone: 020 7033 1664  
Email: [feedback@amnesty.org.uk](mailto:feedback@amnesty.org.uk)  
Website: [www.amnesty.org.uk/feedback](http://www.amnesty.org.uk/feedback)

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

Please be respectful when you give your feedback. We will not respond to feedback that is abusive or offensive.

Amnesty International UK defines abusive and offensive as anything with degrading, threatening or insulting language.

### **4. WHAT HAPPENS AFTER I SUBMIT MY FEEDBACK?**

Your feedback will be logged, and either answered directly by the Supporter Communications Team or passed to the relevant department as appropriate. If you have requested a response we will aim to acknowledge your feedback within two working days.

All feedback will be reported to staff and the Activism Sub Committee of Amnesty International United Kingdom Section's Board, and the AIUK Trust Board, so that staff and Amnesty International United Kingdom's governing bodies can see any comments received and learn from them in order to improve the way we work.

Please note that unfortunately we are not able to devote large amounts of time to responding to all comments about our policy and strategy, or entering into debates about all of the conflict areas in which we work around the world and the difficult issues which we address. Because of the constraints upon our resources we will not enter into on-going debate or answer repeated questions on these issues, where we do not consider that it will be possible to reach a reasonable resolution. Where we consider this to be the case, we will respond, clearly indicating this to you, and you should not then expect any subsequent response from our staff.

## **5. COMPLAINTS**

We define a complaint as follows:

- Where someone used the word complaint
- Uses strong language to express dissatisfaction with our work
- Where they have cancelled as part of their feedback to us.

We have a three-stage complaints process.

We expect the stages to be followed in order, in other words we will only investigate a complaint under stage three of the process, if stage two has already been undertaken.

At any stage in the process, the outcome of the complaint may be confidential, for instance if it contains confidential information about staff members, individual Amnesty activists, volunteers or people under 18.

### **Stage one:**

In the first instance, complaints will be passed to an appropriate member of staff who will share with relevant staff, activists or Board Members as appropriate.

We aim to resolve complaints as quickly as possible, usually within 10 working days. In responding we will set out our understanding of the precise complaint. We will clarify if the complaint refers to any legal obligation or compliance to expected standards and respond accordingly.

Sometimes, we may need to investigate the circumstances surrounding your complaint to ensure we take any appropriate action. We will contact you to explain that we are doing this. When the investigation is complete we will contact you.

If the complaint relates to the conduct of a specific staff member we will refer the complaint to Human Resources who will advise on whether AIUK's internal disciplinary policies are applicable. We cannot provide feedback on the specific outcomes of internal disciplinary procedures.

If the complaint relates to the conduct of an activist we will follow the Activist Code of Conduct Complaints Procedure. If the complaint refers to the conduct of a specific Board member we will follow the Board Disciplinary Code.

We will do our best to ensure that any person making a complaint is satisfied with the way we handle it. However, if you are not happy with our response, then please initiate stage two of the process.

### **Stage two:**

Please get back in touch with us by writing to Amnesty International UK's Complaints Coordinator.

Complaints Coordinator  
Amnesty International UK  
The Human Rights Action Centre Feedback Oversight Panel  
17-25 New Inn Yard London EC2A 3EA  
Fax: 020 7033 1764  
Email: [feedbackpanel@amnesty.org.uk](mailto:feedbackpanel@amnesty.org.uk)

Your complaint will be reviewed by a member of the Feedback Oversight Panel who may also call on advice from others as appropriate. Amnesty International UK will aim to respond in writing within 20 working days.

In our response, we will set out clearly the substantive issues of your complaint. If there is any issue preventing us from replying within 20 working days, we will let you know and provide an alternative timeframe.

If for any reason you feel your complaint is still unresolved then please initiate stage 3 of the process.

**Stage three:**

Please forward your complaint to the Amnesty International UK Director (contact details below).

A panel will then be convened to hear the appeal, which will usually include the Director and at least one member of the Board of Amnesty International United Kingdom Section and / or a Trustee depending on the nature of the complaint.

For the avoidance of doubt, if the complaint concerns the conduct of any member of staff, including the Director, those individuals will not be members of the panel.

The panel will review the complaint and respond within 20 working days. If there is any issue preventing us from replying within 20 working days we will let you know and provide an alternative timeframe.

The panel will provide a summary of the complaint and response to the Activism Sub Committee of the Amnesty International United Kingdom Section Board and/or to the AIUK Section Charitable Trust Board as appropriate.

This is our final appeal process.

Director  
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

## **6. CAN I GIVE FEEDBACK OR MAKE A COMPLAINT CONFIDENTIALLY?**

Yes, we work with an independent external whistleblowing reporting service

- SafeCall

To contact Safecall, you can

Phone them: 0800 915 1571

Report online at: [www.safecall.co.uk/report](http://www.safecall.co.uk/report)

Email: [amnestyuk@safecall.co.uk](mailto:amnestyuk@safecall.co.uk)

## **7. WHAT IF I THINK MY COMPLAINT ABOUT FUNDRAISING HAS NOT BEEN RESOLVED?**

If your complaint is about fundraising and you are not satisfied with the outcome of our internal procedure, you may contact the Fundraising Regulator within two months of receiving our response. For details of how the Fundraising Regulator investigates Complaints, visit [www.fundraisingregulator.org.uk/make-a-complaint/complaints](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints)

The Fundraising Regulator's remit 'covers England, Wales and Northern Ireland, and fundraising in Scotland where it is carried out by charities registered primarily with the Charity Commission for England and Wales or the Charity Commission for Northern Ireland' This applies to Amnesty International UK Section Charitable Trust.

## **8. WHAT IF I THINK AMNESTY INTERNATIONAL UK HAS NOT COMPLIED WITH STANDARDS OR ACTED ILLEGALLY AND MY COMPLAINT HAS NOT BEEN RESOLVED THROUGH THE APPEAL PROCESS?**

For unresolved complaints regarding Amnesty International UK compliance with the law or other relevant standards please contact the relevant authority.

The activities of Amnesty International UK Section Charitable Trust 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 by the Charitable Trust, you can complain to the Commission at this web address.

<http://www.charitycommission.gov.uk>

Please note that the Charity Commission does not have any jurisdiction over Amnesty International United Kingdom Section (which is not a charity). If you believe that Amnesty International United Kingdom Section has broken the law, your complaint should be directed to one of the following agencies:

If you believe that Amnesty International United Kingdom Section or its directors have committed fraud or serious misconduct you should direct your complaint to the

Insolvency Service, Companies House or the Serious Fraud Office. Guidance is available as to which agency is most appropriate for various types of claims here: <https://www.gov.uk/complainabout-a-limited-company>

If you believe that Amnesty International United Kingdom Section or its Directors have failed to comply with the law in some other respect, you should direct your complaint to the Police: <https://online.met.police.uk/>

## **9. HOW DOES AMNESTY INTERNATIONAL UK LEARN FROM MY FEEDBACK?**

The Feedback Oversight Panel, composed of one Board member from the Section, one Trustee, the Director of Amnesty International UK, the Director of Supporter Campaigning and Communications, the Director of Fundraising, the Head of Media and Supporter Communications and the Supporter Communications Manager 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 Amnesty International United Kingdom Section and Trust Boards.

The panel reports on a quarterly basis to the Activism Sub Committee of the Amnesty International United Kingdom Section Board and to the Trust Board.

## **WHO IS RESPONSIBLE FOR THIS PROCEDURE?**

Amnesty International UK's Director is ultimately responsible for compliance with this policy, with the support of Amnesty International UK's Senior Management Team.

<b>Author/policy contact:</b>	<i>Director of Supporter Campaigns and Communications</i>
<b>Sign off:</b>	<i>SMT</i>
<b>Approved by/approval level:</b>	<i>SMT</i>
<b>Date effective:</b>	<i>May 2019</i>
<b>Last reviewed or updated:</b>	<i>February 2016</i>
<b>Frequency of review:</b>	<i>Every two years</i>
<b>Supersedes:</b>	<b>AIUK Feedback Policy</b>