

AMNESTY INTERNATIONAL UK

FEEDBACK AND COMPLAINTS POLICY AND PROCEDURE

How we deal with feedback and complaints

SECTION ONE: POLICY

1.1 POLICY STATEMENT

This policy is a shared policy of Amnesty International UK Section Charitable Trust (Charitable Trust) and Amnesty International United Kingdom Section (AIUK Section) hereafter collectively described as "AIUK" and "we, us and our".

The policy sets out how AIUK monitors and responds to feedback and complaints in a manner that supports the values of the AIUK Section Board as well as the objects of the Charitable Trust.

AIUK engages with supporters and stakeholders in many ways, including through various fundraising and campaigning activities and communications, which may be delivered through various channels, including social media and local, regional and national media, events, mail and over the telephone.

Members, supporters and stakeholders of AIUK Section can also engage with AIUK Section through regional and national meetings. Members can engage with AIUK Section through the AIUK Section Annual General Meeting.

AIUK's strength is that we are part of a global 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 AIUK expects people who provide feedback, including making a complaint, to communicate their concerns respectfully and appropriately.

1.2 WHAT DOES THIS POLICY COVER?

This policy covers feedback and complaints about AIUK's mission and values, strategies, policies (including global policies), objectives, decisions, activities, governance, performance, use of resources, and the behaviour of our staff, office/bookshop volunteers, activists and governance positions including Board members.

It covers feedback and complaints in relation to both AIUK Section and the Charitable Trust. Each has its own constitution and Board.

This policy does **not** cover:

- Feedback and complaints from staff, office/shop volunteers, and board members. This is governed by our People Policies and other relevant internal policies.
- Feedback and complaints relating to work carried out by Amnesty's International Secretariat or other non-UK Amnesty sections. AIUK will refer complaints to the appropriate part of the global movement which will act upon it according to its own policies and procedures.

1.3 CONFIDENTIALITY

We are committed to maintaining the confidentiality of your personal and sensitive information, and that of any person (staff member or other) who may be the subject of your feedback, in line with our data protection responsibilities. All information gathered through this policy and procedure will be handled sensitively and shared only with those who need to know. Please see our [Privacy Notice](#).

1.4 SAFEGUARDING

If a concern has been raised by, or about, a child or young person under 18 or an adult at risk, or if we identify a potential safeguarding risk as part of communications to us, we will take all necessary measures to ensure the safety of the individual, in line with our [Safeguarding Policy](#)

1.5 ZERO TOLERANCE OF ABUSE AND DEGRADING LANGUAGE

The wellbeing of AIUK staff is important to us and we will not respond to feedback or complaints that are abusive, offensive or threatening.

AIUK defines abusive and offensive as anything with degrading, threatening or insulting language. We do not accept abuse in feedback or complaints and will take appropriate action, including making a report to the Police when appropriate.

If there's reasonable belief that a complaint is vexatious or malicious, then it won't be progressed. A complaint is vexatious or malicious if it's possible to demonstrate that it is without basis and that it would tend to or is being made with an intention to cause worry, upset, annoyance or embarrassment or is designed to occupy staff with no intention of a resolution.

1.6 THE ROLE OF THE FEEDBACK OVERSIGHT PANEL

The Feedback Oversight Panel is composed of one Board member from AIUK Section, one Trustee from the Charitable Trust, the Director of Campaigns and Communications, the Director of Mass Market Fundraising, the Head of Media and Supporter Communications, the General Counsel and the Supporter Communications Manager. It meets every quarter to discuss feedback received.

It monitors the implementation of this policy and procedure; analyses feedback patterns including social media comments; fosters wider organisational learning and, where appropriate, recommends organisational change to the Senior Management Team and the AIUK Section and Charitable Trust Boards.

The panel reports on a quarterly basis to the AIUK Section and to the Charitable Trust Boards.

A member of the panel is required to carry out Stage two of the Complaints Process.

SECTION TWO: PROCEDURE

2.1 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 or email. Please note that whilst we monitor our social media channels and respond in accordance with our social media policy, we do not consider comments on our social channels as 'feedback' under this policy. Our social media policy can be found on the AIUK website [here](#)

Postal Address

Amnesty International UK
2nd Floor, Peter Benenson House,
1 Easton Street,
London,
WC1X 0DW

Email Address: feedback@amnesty.org.uk

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

2.2 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, the Feedback Oversight Panel and the Boards of both AIUK Section and the Charitable Trust, so that staff and AIUK's governing bodies can see any comments received and learn from them to improve the way we work.

Because of the constraints upon our resources there are limits to the amount of time we can dedicated to answering queries.

This particularly refers to comments about our policy and strategy, all of the conflict areas in which we work around the world and the difficult issues which we address.

We will provide information on these issues, but 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.

2.3 COMPLAINTS

We define a complaint as being when the person sending feedback:

- Refers to their own feedback as a complaint
- Uses strong language to express dissatisfaction with our work
- Cancels their membership or direct debit as part of their feedback to us
- Resigns from a role within AIUK as part of their feedback to us

We have a three-stage complaints process.

The stages are consecutive, and all prior stages must be completed before any progression to the next stage.

The outcome of any stage will be shared with the complainant, except when doing so would breach data protection law, employment law, or present a safeguarding issue.

Stage one:

In the first instance, complaints will be passed to an appropriate member of staff who will share with relevant staff, activists or the relevant (Section or Charitable Trust) Board Members as appropriate. Receipt of complaints will be acknowledged within two working days.

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 member of staff or an office-based or bookshop-based volunteer, we will refer the complaint to the People and Culture team who will advise on whether AIUK's internal policies are applicable. We cannot provide feedback on the specific outcomes of internal procedures.

If the complaint relates to the conduct of an activist, we will follow the Activist Code of Conduct Complaints Procedure.

The AIUK Activist Code of Conduct defines an activist as "...anyone who carries out unpaid activity on behalf of Amnesty International UK, including fundraising, campaigning, training or providing support to other activists."

If the complaint refers to the conduct of a specific Board member, we will follow the Board procedures that are applicable.

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.

By Post

Complaints Coordinator
Amnesty International UK
2nd Floor, Peter Benenson House,
1 Easton Street,
London,
WC1X 0DW

By Email

Mark for the attention of the Complaints Coordinator to feedback@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. AIUK 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 three of the process.

Stage three:

Please forward your complaint to the AIUK Chief Executive Officer (contact details below).

Chief Executive Officer
Amnesty International UK
2nd Floor, Peter Benenson House,
1 Easton Street,
London,
WC1X 0DW

A panel will then be convened to hear the appeal, which will usually include the CEO and at least one member of the Board of AIUK Section or the Board of the Charitable Trust 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 CEO, 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 Feedback Oversight Panel and to the Boards of the AIUK Section and/or to the Charitable Trust Board as appropriate.

This is our final internal appeal process.

2.4 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

Email: amnestyuk@safecall.co.uk

2.5 WHAT IF I THINK MY COMPLAINT ABOUT FUNDRAISING HAS NOT BEEN RESOLVED?

If your complaint is about our fundraising activity and you are not satisfied with the outcome of our internal procedure, you may contact the Fundraising Regulator. The Fundraising Regulator asks that you make a complaint directly to the fundraising organisation before contacting the Regulator and that you allow four weeks for the organisation to respond. You can take your complaint to the Regulator if you are unhappy with the response or if you do not receive a response within four weeks.

www.fundraisingregulator.org.uk/makeacomplaint

Eagle House, 167 City Road, London EC1V 1AW

The Fundraising Regulator's (FR) 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.

The FR is an independent non-statutory body, responsible for setting and maintaining the standards for charitable fundraising in the UK and will adjudicate on issues that may arise between members of the public and fundraising organisations.

Complaints about fundraising carried out by the Section (which includes membership, Amnesty bookshops and some other activity) may not be referred to the Fundraising Regulator. Our SCT can advise if the fundraising activity you are complaining about relates to AIUK Section or the Charitable Trust.

2.6 WHAT IF I THINK AIUK HAS NOT COMPLIED WITH STANDARDS OR ACTED ILLEGALLY AND MY COMPLAINT HAS NOT BEEN RESOLVED THROUGH THE APPEAL PROCESS?

For unresolved complaints regarding AIUK 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 by visiting <http://www.charitycommission.gov.uk> or www.gov.uk/complain-about-charity, or emailing whistleblowing@charitycommission.gov.uk

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

If you believe that AIUK 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 AIUK Section or its Directors may have breached criminal law, you should direct your complaint to the Police: <https://online.met.police.uk/>

2.7 HOW DOES AIUK LEARN FROM MY FEEDBACK AND/OR COMPLAINT?

The Feedback Oversight 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 AIUK Section and Charitable Trust Boards.

The panel reports on a quarterly basis to the AIUK Boards.

2.8 WHO IS RESPONSIBLE FOR THIS PROCEDURE?

AIUK's Chief Executive Officer is ultimately responsible for compliance with this policy, with the support of AIUK's Senior Management Team.

Author/policy contact:	Director of Campaigns and Communications
Sign off:	AIUK Section Board and AIUK Charitable Trust Board
Approved by/approval level:	
Date effective:	October 2025

Last reviewed or updated:	September 2025
Frequency of review:	Every two years
Supersedes:	AIUK Feedback and Complaints Policy and Procedure 2023