

# AMNESTY INTERNATIONAL UK

## FEEDBACK POLICY AND PROCEDURE



How we deal with comments and complaints

### 1. POLICY STATEMENT AND PRINCIPLES

Amnesty International UK engages with members and stakeholders in many ways including through consultations, regional and national meetings as well as the 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 POLICY COVER?

This policy covers feedback 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 about products and services provided to Amnesty International UK by third parties. 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 of our staff when you give your feedback. We will not respond to feedback that is abusive or offensive.

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

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

All feedback will be reported to staff and if appropriate, the Activism Sub Committee of Amnesty International United Kingdom Section's Board, so that staff and Amnesty International United Kingdom Section's governing body can see any comments received and learn from them.

Comments and compliments will also be recorded and may be shared within AIUK so we can use your feedback 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 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 or people under 18.

##### **Stage one:**

In the first instance, complaints will be passed to an appropriate member of staff. We aim to resolve complaints as quickly as possible, usually within 10 working days. In particular, 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. To the extent possible, we will contact you to explain that we are doing this. When the investigation is complete we will contact you.

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. 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.

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)

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. 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. 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. 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

Email: [director@amnesty.org.uk](mailto:director@amnesty.org.uk)

## **6. 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)

## **7. 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/complain-about-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/>

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

The Feedback Oversight Panel, composed of one Board member, 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 Board. The panel reports on a quarterly basis to the Activism Sub Committee of the Amnesty International United Kingdom Section Board.