

All external complaints are treated seriously. Ethiopiaid will acknowledge all complaints within five working day and will conduct a full investigation in order to reach a satisfactory outcome. Ethiopiaid will respond to all formal complaints as quickly as possible to the satisfaction of all parties concerned.

Ethiopiaid will ensure that all complaints are dealt with in a professional, consistent, fair and expedient manner at all times.

1.0 Complaints Procedure

1.1 If Ethiopiaid receives a complaint the appropriate member of the staff will try to resolve the complaint informally in the first instance by phone or by post when appropriate.

1.2 If Ethiopiaid have been unable to resolve the complaint and the complainant is not satisfied, the complainant has to put the complaint in writing together with all relevant documentation and evidence supporting the complaint. The grounds for the complaint should be clearly defined.

1.3 Contact details for the Ethiopiaid office can be found on www.ethiopiaid.org.uk and is made widely available throughout all our correspondences.

1.4 Ethiopiaid will acknowledge receipt of the complaint in writing. The communication will include a further request to the complainant to confirm or explain the details set out and inform the complainant who within the organisation will be dealing with the complaint. The complainant can expect to receive a letter of acknowledgment within five working days of us receiving the complaint.

1.5 Record of complaint will be recorded within five working days of having received it. This needs to be recorded on Raiser's Edge and within the Complaints Registered.

1.6 Investigation of the complaint will normally involve the following steps:

1.6.1 We may ask a member of staff to deal with the ("and") reply to the complaint within five working days of the request.

1.6.2 If a reply from the complainant is not received within 15 working days of Ethiopiaid's original reply, Ethiopiaid will assume the response is "to the satisfaction of the complainant".

1.6.3 If the complaint is not resolved "to the satisfaction of the complainant", the Chief Executive Officer (CEO) will then examine our reply and the information the complainant has provided. The CEO will then invite the complainant to discuss and hopefully resolve the complaint.

1.6.4 Within five working days of the discussion, the CEO will write to the complainant to confirm what took place and any solutions that have been agreed with the complainant.

2.0 Complaints Panel

2.1 Complaints of a complex nature will be escalated to the Board of Trustees who will assess the nature of the complaint objectively.

2.3 Once a full investigation has been completed, a member of the Board of Trustees will respond in writing confirming their findings.

3.0 Complaints Involving Safeguarding

3.1 Any allegations made against Ethiopiaid Employees concerning children or vulnerable adults will be escalated to the Board of Trustees.

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