

COMPLAINTS POLICY

Our service

Our five core values at Embrace include

- **Excellence:** we seek to attain high levels of professionalism and excellence in all areas, but without being perfectionist, that our work might honour and glorify God.
- **Respect:** we respect the human dignity and value of all people – no matter what their beliefs – for we are all made in God’s image.

We are therefore committed to upholding the highest standards of excellence, establishing and maintaining good relations with all supporters, partners, volunteers and other stakeholders and treating all our supporters with respect.

Fundraising standards

Embrace is registered with the Fundraising Regulator and adheres strictly to their Code of Fundraising Practice and the Fundraising promise which can be found here <https://www.fundraisingregulator.org.uk/code-of-fundraising-practice/the-fundraising-promise/>

When things go wrong

Embrace the Middle East is committed to providing a high quality service to our supporters, however we recognise that there may be times when our grant-making, fundraising, communications or trading activities do not meet our high standards and a supporter becomes unhappy. When this happens, it is important that we know so that we can effectively deal with the situation, try to prevent it from happening again and learn from any mistakes.

We therefore openly welcome feedback, comments, suggestions and complaints. The latter are especially important to us as they may help us to see where our services, procedures or activities might be improved. We commit to take all complaints seriously and aim to address and respond to them within two working days.

How to complain

We encourage our supporters to call us, write to us or email us about their complaint and our staff will be pleased to help resolve the issue promptly. Our contact details are outlined below

Embrace the Middle East
24 London Road West
Amersham
Bucks HP7 0EZ

Email: info@embraceme.org

Telephone: 01494 897950

Or you can contact us through our website here:

<https://www.embraceme.org/contact-us>

We will endeavour to acknowledge the complaint in full within two days. If this is not possible – for example, because the information we need is not to hand, or because we need to carry out further investigation – then we will endeavour to send a more detailed response within five working days.

If, after contacting Embrace or Embrace Trading a supporter is still unhappy, the next step is for the complaint to be passed to the Chief Executive for further investigation and a response will be sent within an additional five working days.

Taking a complaint outside Embrace

If a supporter is not satisfied with the response from the Chief Executive, they can seek advice from outside the charity as follows:

For complaints about our fundraising work:

Fundraising Regulator (FR)

2nd Floor, CAN Mezzanine Building

49-51 East Road

London N1 6AH

Email: enquiries@fundraisingregulator.org.uk

Website: www.fundraisingregulator.org.uk

Telephone: 0300 999 3407

Or you can complain online here:

<https://fundraisingregulator.org.uk/contact-us/>

For complaints about our charitable work:

The Charity Commission

PO Box 1227

Liverpool L69 3UG

Website: www.charity-commission.gov.uk

Telephone: 0845 3000218

Policy prepared by:	Jo Taylor, Supporter Care Manager
Effective from:	May 2018
Policy recommended by:	Nigel Varndell, Director of Fundraising and Marketing
Policy approved by:	SLT
Review date:	Policy reviewed, no changes made, approved July board 2020. Next review July 2022