



## **Complaints and feedback policy**

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**Reviewer: Head of Campaigns and Communications**

The purpose of this policy is to outline how we will respond to all complaints and feedback in a timely, appropriate and fair manner.

This policy applies to:

- All employees.
- Volunteers, including trustees and people on student placements.
- Third parties who represent us; for example, people who fundraise on our behalf.

### **Introduction**

We're committed to delivering excellent service to our members, donors, partners and people who campaign alongside us. We love to hear when things have gone right, but we also want to hear when things haven't gone to plan, so we can continually improve.

This policy outlines how we will respond to complaints and feedback in a timely, appropriate and fair manner and ensure we learn from our mistakes.

### **Definitions**

#### Feedback

Feedback can be positive and negative. It can highlight areas of improvement, but it is not necessarily an expression of dissatisfaction. Feedback should be acknowledged and considered. It does not need to be logged as a complaint.

#### Complaint

A complaint is any expression of dissatisfaction, whether justified or not, regarding the standard of actions or inaction, policy or position of Population Matters, our staff, volunteers or organisations working on our behalf, from a member of the public.

#### Serious complaint

A serious complaint is severe in nature and might indicate a safeguarding issue, or a serious incident. These complaints must be immediately flagged with your line manager, because they could be reportable to a regulator.

If you are a member of staff whose complaint is about another member of staff, please follow the Grievance and Resolution Policy. If the complaint is whistle-blowing, please follow the Speak Up policy.

#### Our promise



We will listen to and respond to all complaints and feedback thoroughly, impartially, fairly and efficiently. We will:

- Keep accurate records of complaints and feedback received and, where necessary, the outcomes of investigations.
- Do our best to resolve complaints quickly and efficiently. If we cannot resolve a complaint straight away (within three working days of receiving it), we will investigate and respond fully to complaints within 20 working days of receipt.
- Keep the details of complaints and feedback confidential as far as it is appropriate to do so.
- Report complaints volumes to the Fundraising Regulator and relevant authorities in our annual returns.
- Report to the Charity Commission any serious incidents, as set out in the Charity Commission's guidance.
- Acknowledge when things have gone wrong and take proportionate action to put things right, including apologising where appropriate.
- Conduct lessons learnt activities to ensure we learn from our mistakes and pass on feedback to relevant teams.
- Regularly train our staff to appropriately handle complaints and feedback.
- Share the numbers of complaints their outcomes, and lessons learnt with our Trustees.

#### Process

Complaints and feedback can be shared via [supporters@populationmatters.org](mailto:supporters@populationmatters.org) or using the contact form on our "contact us" page. Please use the word "complaint" or "feedback" in the subject line.

Or alternatively they can be sent to:

Supporter Care, Population Matters, The Chandlery, 50 Westminster Bridge Rd, London SE1 7QY, UK.

To speak to someone in Supporter Care, please call +44 (0)20 8123 9116 or reach us on one of our social media platforms.

Feedback will be recorded and acknowledged, and areas for improvements will be considered. Feedback will be considered as part of our lessons learnt.

#### Complaints – applicable to all complaints

Stage one: Initially a complaint will be dealt with by our Fundraising Officer or Head of Fundraising and Engagement, or passed to another, relevant team, depending on the nature of the complaint. They will thoroughly investigate the concerns raised and issue a substantial response within 20 working days of having received the complaint.

Stage two: If a complaint cannot be resolved locally, or if a complainant remains unhappy after an initial investigation, the complainant can ask for the matter to be escalated to a manager for



a second review. They will impartially investigate the concerns raised and issue a second substantial response within 20 working days.

Stage three: If a complaint is still not resolved after a second investigation, then the complaint will be escalated to the CEO for a final review.

#### Fundraising Regulator

We are registered with the Fundraising Regulator. If a complainant remains unhappy with our complaint resolution regarding fundraising, and internal processes have been exhausted, then they may contact the Fundraising Regulator to investigate independently.

#### Lessons learnt

We strive to improve from our mistakes and to actively listen to our supporters and beneficiaries. We will conduct quarterly lessons learnt to analyse the root causes of complaints and feedback for recurring themes or trends which could highlight areas of improvement. We will produce an annual lessons learnt report to Trustees on trends and remedial action taken.