

UNICEF UK COMPLAINTS POLICY

OUR SERVICE

For 70 years Unicef has been there for children in danger. Unicef was created in 1946 to help protect children after World War 2 and the United Nations Convention on the Rights of the Child is the basis of all of our work. Today we're still helping children in some of the world's most dangerous places and we simply could not do this without the commitment and generosity of our supporters. It's therefore essential that all our supporters have the most positive experience of Unicef and that we provide a service of the highest standard. Our supporters are involved in many hugely valuable ways, such as campaigning, taking part in events, volunteering and financial support. We aim to provide the very best service in all areas of our work, to everyone who comes into contact with our organisation.

Unicef UK is an open, honest and trusted organisation and aspires to give the public and our supporters confidence in all aspects of our fundraising initiatives and work for children. As members of the Fundraising Regulator, we abide by the code of fundraising practice and agree to ensure that our fundraising is legal, open, honest and respectful.

WHEN THINGS GO WRONG

There may be occasions when we do not meet our high standards. Should this happen we really want to know, so that we can investigate the issue, reassure concerns and take action where needed to ensure it does not happen again.

YOUR FEEDBACK MATTERS TO US

At Unicef UK, we openly welcome compliments, comments, and complaints. We actively encourage you to contact us with your feedback, whether good or bad. Complaints are especially important to us as they may help us to see where our fundraising, services, procedures or activities might be improved.

All feedback is recorded and is included when we regularly review our activities. We promise to take all complaints seriously, and to deal with them quickly, efficiently and fairly.

HOW TO COMPLAIN

You can call us, write to us or email us about your complaint and our staff will be pleased to help.

Making an initial complaint: please contact a member of our **Supporter Care Team**, ideally by telephone as this is often the most effective way for us to find out exactly what has happened and to strive to resolve the situation quickly and efficiently – and hopefully to your satisfaction.

Please call our Supporter Care team on **0300 330 5580** between 8am and 6pm Monday to Friday.

We will always do our very best to resolve any complaint immediately. If we can't do this, because the information we need is not to hand, or because we need to carry out further investigation, then we will make a record of your complaint and agree the best way and time to contact you. This will normally be within **three working days** unless we make some other arrangement that is acceptable to you.

If you prefer to write to us about your complaint, please send your letter, together with your name, address and contact telephone number to our Supporter Care team at Unicef UK, 1 Westfield Ave, London E20 1HZ.

You can also email your complaint to complaints@unicef.org.uk

IF YOU ARE NOT SATISFIED

Please contact **Suzanne Dorrington**, our **Complaints Co-ordinator**, by phone, email or in writing, using the details below. Please set out clearly the details of your complaint, explaining why you are not satisfied with our response and where possible what you would like us to do to put things right.

Once we have received your complaint, we will arrange for it to be fully investigated and you will receive an initial response in writing within **one working day**. If your complaint is a bit more complicated and needs to be explored further, you will receive an initial acknowledgement and then a full response within **ten working days**.

We will always do our utmost to fully resolve every complaint and welcome the opportunity to discuss the issues to help reassure concerns and arrive at a satisfactory outcome.

IF YOUR COMPLAINT IS STILL UNRESOLVED

Please let us know and tell us what you wish us to do next. Your complaint will be escalated to **Paul Relf**, our **Head of Supporter Care**, using the contact details below. This also may be passed to our Senior Leadership Team or to our Chief Executive's office for further investigation and response. You can expect to receive an initial acknowledgement, and then a full response from them within **ten working days** from receipt of your letter or email.

TAKING YOUR COMPLAINT OUTSIDE THE ORGANISATION:

If you are not satisfied with the response, after 30 days you can always seek advice from outside of Unicef UK. If the nature of your complaint is related to our fundraising work, it is possible to seek help from the Fundraising Regulator whose details are listed below. If your complaint is related to any other aspect of our charitable work, you may wish to contact The Charity Commission at the address below.

We always strive to resolve complaints to your satisfaction and recognise that without the support from our supporters and general public we could not continue our work for children. We really do appreciate the opportunity to discuss any complaints to help us reassure concerns and learn and improve our services wherever possible.

Thank you

UNICEF UK CONTACT DETAILS FOR COMPLAINTS

Supporter Care Team

Unicef UK, 1 Westfield Avenue, London, E20 1HZ
Tel: 0300 330 5580
Email: supportercare@unicef.org.uk

Suzanne Dorrington

Complaints Co-ordinator

Unicef UK, 1 Westfield Avenue, London, E20 1HZ
Tel: 0300 330 5580
Email: complaints@unicef.org.uk

Paul Relf

Head of Supporter Care

Unicef UK, 1 Westfield Avenue, London, E20 1HZ
Email: complaints@unicef.org.uk (*In subject line - FAO: Paul Relf*)

REGULATORY CONTACT DETAILS FOR COMPLAINTS

Fundraising Regulator

CAN Mezzanine Building, 49-51 East Rd, London, N1 6AH
Tel: 0300 999 3407
www.fundraisingregulator.org.uk

The Charity Commission

PO Box 1227, Liverpool, L69 3UG
Tel: 0845 300 0218
www.charity-commission.gov.uk

PERSONAL DATA AND PRIVACY POLICY

Unicef UK will not use any personal data collected for any purpose other than that specifically stated. Unicef UK will not use personal contact details to send you further information unless you agree. If you agree to receive, or sign up for, further information from Unicef UK by email you will be offered an opportunity to unsubscribe from that communication at all points of contact.

For further details please see our privacy policy on our website
www.unicef.org.uk/legal/cookies-and-privacy-policy/