

## **POLICY TITLE:**

Amnesty International UK (AIUK) Feedback and Complaints Policy

## **POLICY NUMBER: 2**

## **BRIEF DESCRIPTION OF AIMS OF POLICY:**

This policy covers Amnesty International UK's approach to responding to feedback and complaints 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.

## **WHO THIS POLICY APPLIES TO:**

This policy 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 and complaints relating to work carried out by Amnesty's International Secretariat or other non-UK Amnesty sections. Amnesty International UK will refer the feedback to the relevant organisation who will act upon it according to its own policies

## **POLICY STATEMENT:**

Amnesty International UK engages with supporters, members and stakeholders in many ways. This includes through various fundraising activities such as direct mail and street fundraising, and direct communications through social media and local, regional and national media. Members also have the opportunity to engage with Amnesty through regional and national meetings as well as the AIUK Section Annual General Meeting.

Amnesty International's strength is that we are a movement of people, and whether people are happy or unhappy about any aspect of our activity or work, we would like to hear about it. We know that listening to the views of supporters, members and stakeholders 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. We will not respond to feedback that is abusive or offensive.

Amnesty International will record all feedback and complaints received. The Feedback Oversight Panel, the Activism Sub Committee of the AIUK Section Board and the Board of the AIUK Charitable Trust will review this feedback on a quarterly basis.

We will be respond to feedback and complaints in line with the AIUK's Feedback and Complaints Procedure.

Where complaints relate to the conduct of specific individuals we will respond as follows:

- If the complaint relates to the conduct of a specific staff member we will refer the complaint to Human Resources who will advise on whether AIUK's internal disciplinary policies are applicable.
- If the complaint relates to the conduct of an activist we will follow the Activist Code of Conduct Complaints Procedure.
- If the complaint refers to the conduct of a specific Board member (of either the AIUK Section or AIUK Section Charitable Trust Board) we will follow the Board Disciplinary Code.

We enable people to report concerns to us confidentially through an independent external whistleblowing reporting service.

## **DEFINITIONS:**

We define a complaint as follows:

- Where someone used the word complaint
- Uses strong language to express dissatisfaction with our work
- Where they have cancelled their support as part of their feedback to us.

Amnesty International UK defines offensive an abusive as anything with degrading, threatening or insulting language

## **RELATED POLICIES, PROCEDURES, PROCESSES, FORMS GUIDELINES AND OTHER RESOURCES:**

This policy is supported by the following procedures, in order to inform AIUK supporters and the public how to give feedback and complain, and to guide our staff in the implementation of this policy.

### **Procedures**

- AIUK's Feedback Policy and Procedure (an external facing document on how we deal with feedback and complaints)
- AIUK's Activist Code of Code
- AIUK's internal staff disciplinary policies
- AIUK's Board Disciplinary Code

## **HOW IS THIS POLICY SHARED?**

This policy will be shared on AIUK's public website and internal intranet.

## **WHO IS RESPONSIBLE FOR THIS POLICY?**

Amnesty International UK's Director is ultimately responsible for compliance with this policy, with the support of Amnesty International UK's Senior Management Team.

<b>Author/policy contact:</b>	<i>Director of Supporter Campaigns and Communications</i>
<b>Sign off:</b>	<i>SMT</i>
<b>Approved by/approval level:</b>	<i>SMT</i>
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<b>Supersedes:</b>	AIUK Feedback Policy