Complaints policy

Policy statement

Receiving feedback and responding to complaints is an important part of improving Avert’s accountability. Ensuring our stakeholders, users and partners can hold us to account will improve the quality of our work in all areas.

Scope

This policy applies to Avert and is global in its application. A complaint can be made by any online user, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Avert or its staff and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of service or programme delivered
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action
- Concern about the behaviour of staff or associated personnel
- Concern from an online user that they were subject to abuse/harassment from another online user on one of Avert’s online channels.

A complaint has to be about some action for which Avert is responsible or is within our sphere of influence.

A complaint is not:

- A general inquiry about Avert’s work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from any of Avert’s service e.g. newsletters, user groups or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.
Procedures for making a complaint

It is hoped that most complaints or concerns about Avert’s work or behaviour can and will be dealt with informally and quickly by Avert staff. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- Any supporter
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Who is not covered by this policy?

Complaints by staff are governed by Avert’s procedures for dealing with problems in the workplace, and Anti Bullying and Harassment policy.

Any complaints made through this complaints process that relate to serious incidents such as fraud and corruption or safeguarding concerns will subsequently be dealt with through the relevant policy and procedures.

How to make a complaint

Please send all complaints either by email to info@avert.org or in writing to The Directors, Avert, 6/7 Lovers Walk, Brighton BN1 6AH

Last full review: 19 December 2019
Next full review: 19 December 2021