# MEP UK Complaints Procedure

Your views are very important to us. If you are unhappy with any aspect of our work, we would like to hear about it. We aim to resolve complaints quickly, fairly and effectively. Any complaints will be logged and investigated thoroughly.

MEP UK is registered with the Fundraising Regulator and Information Commissioners Office. We abide by the Fundraising Code of Practice and take data protection seriously.

**How to make a complaint**

You can make a complaint, comment or compliment about any area of MEP UK's work. This includes work which is carried out by our suppliers or partner organisations with our funding.

You can make a complaint, comment or compliment by contacting our team at MEPUK@maraelephantproject.org.

**Timescales and Response**

We are a small team of part-time workers and volunteers therefore our target time to acknowledge complaints is 5 working days. If a resolution to the complaint can be given within 5 working days, we will endeavour to do so.

If the complaint needs further investigation, we will take prompt action and give you a further response within 10 working days. This response will include estimation of the timescale of our investigation and when we are likely to be able to offer a resolution.

**How we investigate complaints**

All investigations will be conducted promptly following a complaint. Sometimes we may need to speak to different people to find out what happened, including our suppliers or partners, or take specialist advice.

Following any complaint, we will review the outcome to make sure we learn any lessons and improve the way we work. Possible outcomes may include an apology, putting right an issue or changing our policies or processes for the future.

We promise to deal with your complaint with sensitivity. If you request confidentiality, we will make every effort to protect your identity from disclosure.

**Zero Tolerance**

All of the MEP UK team have the right not to be subjected to any abuse. This includes:

- Threats of physical harm or violence
- Religious, cultural or racial insults
- Homophobic, sexist or other derogatory remarks

Your conversation with MEP UK may go unanswered if such behaviour is displayed and any serious incidents will be reported to the relevant authority.

**If you are still dissatisfied**

If you are not satisfied with the outcome of your complaint, you can request that it be escalated to the Chair of MEP UK to investigate further via MEPUK@maraelephantproject.org.

If, following further investigation by the Chair of MEP UK, you are still dissatisfied with the outcome of your complaint, we advise you to refer your complaint to the Fundraising Regulator, the Charity Commission or the Information Commissioners Office.

- The Charity Commission – for complaints if you have a serious concern about our work.
- The Fundraising Regulator – for complaints about fundraising or the way you've been asked for donations.
- The Information Commissioner's Office – for complaints about the use of your personal information.

Registered with FUNDRAISING REGULATOR