

## WOMEN FOR WOMEN INTERNATIONAL COMPLAINTS PROCEDURE

At Women for Women International - UK we are passionate about providing all our donors and supporters with a level of care and respect that exceeds their expectations. Without your support, we would not be able to create better futures for women who have been affected by war.

We believe that we achieve this most of the time but, when it doesn't happen, we want to hear about it, resolve it promptly and ensure it doesn't happen again.

We take all concerns and complaints seriously as they provide us with opportunities to improve and maintain the high standards we strive to achieve.

### HOW TO CONTACT US WITH A COMPLAINT

- If you are unhappy about a Women for Women International service or event, please contact us via our [contact form](#).
- If you are unhappy with your experience as a sponsor or with our sponsorship programme, please contact our Sponsorship Team on [sponsorshipuk@womenforwomen.org](mailto:sponsorshipuk@womenforwomen.org).
- If you are unhappy with the conduct of a Women for Women International UK employee or representative, please contact our Operations Team on [ukoperations@womenforwomen.org](mailto:ukoperations@womenforwomen.org).

- All forms of complaints can also be sent to;

Women for Women International UK  
7-14 Great Dover Street  
London  
SE1 4YR

For telephone and email complaints, our normal office hours are 9:30am-5:30pm, Monday to Friday, excluding bank holidays. If you would like to phone us out of office hours, please leave a message with your contact details so we can respond.

### WHAT INFORMATION SHOULD I SUPPLY?

To help us investigate and resolve your complaint, we'll need the following information:

- Your full name and preferred contact information
- A clear description of your concern or complaint
- What you would like us to do to resolve your complaint

### WHAT WILL HAPPEN TO MY COMPLAINT?

We are committed to dealing with all complaints in an open, honest and accountable way.

On receipt, all complaints are logged and you will receive an acknowledgement within three working days. Wherever possible, we will provide a full resolution to your complaint at the same time.

Where your concerns require us to undertake further investigations, and we are not able to provide a full resolution as part of our initial response, we aim to give you a reply within ten working days, setting out how the problem will be dealt with. In the rarest circumstances where this is not possible, an interim response will be made informing you of the action taken to date or being considered. We will then continue to keep you updated as to the progress of the complaint and any decisions that are made by the most convenient method.

### **DISSATISFIED WITH OUR RESPONSE?**

We would sincerely hope to be able to resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy, you can request that your complaint be escalated to the Charity's Senior Management Team who will review your concerns and the initial outcome before responding to you fully.

Following this, if you remain dissatisfied you can get in touch with either the Fundraising Regulator, if your complaint is about fundraising, or the Charity Commission, for other areas of our work.

Their contact details are:

#### **Fundraising Regulator**

Eagle House 167  
City Road London,  
EC1V 1AW

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

Tel: 0300 999 3407

Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

#### **The Charity Commission**

PO Box 1227  
Liverpool  
L69 3UG

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

Tel: 0845 3000 218

**Thank you for taking the time to contact us and helping us to provide a better service!**