

On Call Africa (OCA) Complaints Policy

Policy statement

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

Scope

This policy applies to OCA and is global in its application. A complaint can be made by any supporter, 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 for anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions, or lack of action, by OCA or its staff and associated personnel¹. 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 programme delivery
- Concern from a member of the public or supporter about a fundraising approach or campaign action
- Concern about the behaviour of staff or associated personnel

A complaint must be about some action for which OCA is responsible or is within our sphere of influence.

¹Contractors, suppliers, volunteers etc.

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A complaint is **not**:

- A general inquiry about OCA'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 an OCA service e.g., a campaign newsletter 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 OCA's work or behavior can and will be dealt with informally by staff or volunteers at a local level. However, it is recognized 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.

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 OCA's procedures for dealing with problems in the workplace, and Anti Bullying and Harassment policy.

Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

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How to make a complaint

A case report form template is available to help you provide as much information as possible.

All formal complaints should be made either directly from the individual or organisation making the complaint or via someone acting on their behalf.

Complaints can be submitted to the OCA Director, or where the complaint relates to OCA's Director this should be emailed to the Board of Trustees Designated Safeguarding Lead.

- OCA Director, Ben Margetts
Email: ben@oncallafrica.org
- OCA Trustee and Safeguarding Lead, Gavin McColl
Email: gavin@oncallafrica.org

Or by post by completing a paper copy of OCA's case report form and posting this for the attention of OCA's Director or Board of Trustees at:

- On Call Africa, PO Box 373, Hartlepool, TS24 4GG, or
- On Call Arica, PO Box 60932, Livingstone, Zambia