

DONOR'S COMPLAINTS POLICY AND PROCEDURE

Initiative for Social Action Foundation (INSAN) recognizes and acknowledges any expression of dissatisfaction as a potential complaint whether it comes in person or by telephone, letter, fax or email. It does not regard complaints negatively but more as a means of monitoring and improving performance and gauging public perception.

Initiative for Social Action Foundation (INSAN)'s Complaints Coordinators:

For General or Financial Complaints: **Finance & Admin Manager**

For Fundraising Complaints: **Fundraising Manager or Finance Consultant**

For Orphan Care Complaints: **Orphan Care Manager**

All can be contacted at:

Office: Initiative for Social Action Foundation (INSAN)

E-MAILS

initiativeforsocialaction@gmail.com / mustafa@insan-yemen.org /
director@insan-yemen.org / operations@insan-yemen.org

Republic of Yemen G/ Abyan Zinjibar Al Tumaisi behind Graveyard al Mahal

TELE: (00967-776576625-736052593) 02603975

Our Complaints Process:

A central record of all complaints will be kept by the Complaints Coordinators. All complaints will be acknowledged in writing within five working days of receipt.

Stage 1: If our users have any concerns they should approach staff as soon as possible who will try to resolve any complaint or concerns at the point of contact – ideally by the member of staff receiving the complaint.

Stage 2: If the complainant remains dissatisfied, then a report will be passed to the relevant complaints coordinator to investigate further. All complaints will be investigated within two weeks of receipt of the complaint. If the complaint relates to the breaking of a particular code, then the complainant will be provided with the relevant code for reference.

Stage 3: If the complainant remains dissatisfied a report will be passed to a Panel of least two Directors for consideration; the complainant will have the right to appear, accompanied by a friend who is not in a legal capacity. The decision of the Panel will

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be communicated, in writing, to the complainant within five working days advising of the Panel's conclusions and resolutions.

Stage 4: If the complainant remains dissatisfied then they will have one month from receipt of Initiative for Social Action Foundation (INSAN)'s response to request that the matter be passed to either the Fundraising Standards Board or the Initiative for Social Action Foundation (INSAN) Commission where it will be investigated by an independent body following their individual organizations' code of conduct.

We will ask the complainant, at the earliest possible stage what they would like the outcome to be. If their complaint succeeds and it is not possible or appropriate to provide the desired outcome then a seemingly proportionate outcome could be offered.

Options of redress

- A commitment to try to prevent whatever went wrong from recurring.
- Provide tangible evidence of work done to achieve this, e.g. an invitation to a key event.
- Send a letter of apology and appreciation from a senior person in the Initiative for Social Action Foundation (INSAN).
- Rectify the problem where possible.

This procedure will be reviewed regularly every year whether or not complaints have been received since the last review. If complaints have been received since the last review then the procedure will be reviewed in the light of issues arising from how it worked.