

## **Ethicall's Complaint Procedure**

---

Ethicall takes any complaint about our fundraising very seriously.

On receiving a complaint regarding our fundraising the following will happen:

- 1) The fundraiser, the outcome, data and time of call will be identified from the database – within 2 hours of receipt.
- 2) The Senior Account Manager will pass the information to the relevant Fundraising Centre Manager and a formal investigation will be undertaken. Once the call and fundraiser have been identified and reviewed, the outcome will be discussed with the relevant Senior Account Manager, and the Client Services Manager, who will as appropriate discuss with the Client Services Director/Managing Director. Collectively they will assess the situation and take appropriate action, this will include:
  - a. Responding to the client with an explanation and necessary action.
  - b. Explaining to the appropriate Fundraising Centre Manager/Fundraising Centre Director the necessary action.
  - c. The appropriate Fundraising Centre Manager/Fundraising Centre Director will then speak to the fundraiser and the necessary coaching/monitoring/action will happen.
- 3) All complaints, their detail and action will be recorded on the Ethicall Complaint Database. This will be owned and regularly monitored for patterns and repeat offenders by the Client Services Manager and Client Services Director.
- 4) Every area of Ethicall's operation has a complaint rate level which they must stay below, this is reviewed monthly by Ethicall's SMT and Board of Directors. These also form part of every team's objectives which they are measured and have to report on formally on an annual basis.