

## Ethicall's Complaint Procedure

On receiving a complaint regarding Ethicall's fundraising the following will happen:

1. The Fundraiser, the outcome, date and time of all will be identified from the database- within 2 hours of receipt. The call recording will be found (assuming the complaint is regarding a call no more than 90 days old) and listened to by the Senior Account Manager or the director receiving the complaint if from a member of the public.
2. The Senior Account Manager will discuss with the Client Relationship Manager who will, as appropriate discuss with the Client Relationship Director and Managing Director. They will assess the position and take appropriate action which will include:
  - a. Responding to the client with an explanation and necessary action.
  - b. Responding to the member of the public. Informing the client, and agreeing who is best to respond in detail (Ethicall will always acknowledge and update the member of the public on who to expect a response from – if it is not coming directly from Ethicall).
  - c. Explaining to the appropriated Fundraising Centre Manger/Fundraising Centre Director the complaint, the outcome and necessary action.
  - d. The appropriate Fundraising Centre Manager/ Director will then speak to the fundraiser and necessary coaching/ Monitoring/ Disciplinary action will be taken.
3. All complaints, their detail and action will be recorded on the Ethicall Complaint Database. This will be owned, maintained and monitored for patterns by the Compliance Director. Repeat offending will be addressed. Complaints will be reported to appropriate regulatory bodies as requested.
4. All complaints will be acknowledged within one working day of receipt and will be responded to in detail within 2 working days of receipt.
5. Every area of Ethicall's operation has a complaint rate level which they must stay below. This is reviewed Monthly by Ethicall's board of Directors. These also form part of each team's objectives which they are required to report on, on a biannual basis.