

Oxfam GB Complaints Appeal Process

Right to appeal

Complainants who have launched a well-founded complaint and who are unsatisfied with Oxfam's response to that complaint have the right to appeal. Complainants may appeal if their complaint was not upheld, or if the complaint was upheld but they disagree with the resolution proposed.

This appeal process is intended to ensure the integrity of the process.

Procedure

1. Notice of right

When a complaint is made, Oxfam should communicate the complaints process to the complainant. When a complaint is concluded, the result of the complaints handling process will be notified to the complainant, who will, if the complaint is not upheld, has the right to appeal.

2. Who will hear the appeal?

The Finance Director appoints a panel of people who can hear appeals, subject to the approval of the Chief Executive (CEO).

3. Escalation

If the Finance Director, or the person to whom the appeal is assigned, considers the case warrants it, s/he may escalate the matter immediately to the CEO, one or more members of the Corporate Management Team, or the Trustees.

4. Notification and documentation

When an appeal is opened, Directorate (the CEO's office) will be informed. When the appeal is concluded, a summary document will be produced by the person hearing the appeal, and will be communicated to the complainant. This will be available to the Honorary Officers (the three Trustees who are the Chair, Vice Chair and Treasurer), Directorate, the Finance Director and the members of the Appeals Panel. and a copy will be retained by the Directorate for three years. After that time, the document may be retained for archival and reference purposes. (In accordance with the Data Protection Act, and the case of Michael John Durant v Financial Services Authority [2003], the complaint and appeals documents are not personal data within the meaning of the Data Protection Act.)

5. Confidentiality

The Complaints Policy promise on confidentiality also apply to appeals.

6. Malicious acts

As with an original complaint, if the person hearing an appeal believes the appeal to be malicious they may halt the appeal, and notify the complainant. In such a case, the person hearing the appeal will also inform Directorate.

7. Appeal upheld

If the appeal is upheld, the person hearing the complaint will recommend a course of action to the relevant Department. That Department shall be responsible for taking action, and shall notify Directorate and the person hearing the appeal of the steps they are taking. Depending on the action, Directorate or the person hearing the complaint may follow up with the Department.

Review

The Finance Director will review the workings of this process and the redress given annually, and will incorporate the findings in his/her annual report to Trustees.

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