

Policy Statement

This policy applies to Oxfam GB and is global in 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 United Kingdom or anywhere else in the world.

Ensuring that our stakeholders can hold us to account will improve the quality of our work. Oxfam GB (henceforth known as 'Oxfam') strives to be excellent in all that it does but recognises that this cannot always be the case. When we make a mistake we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.

Oxfam is committed to ensuring the accessibility of its Complaints Policy, procedures and systems for making a complaint, across the breadth of our work

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by Oxfam or its staff, volunteers or anybody directly involved in the delivery of our work. 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 particular fundraising approach or campaign
- Concern about the behaviour of staff, volunteers or contractors.

A complaint has to be about an action for which Oxfam is responsible or is within our sphere of influence.

A complaint is **not**:

- A general query about Oxfam'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 Oxfam 'service' e.g. a campaign newsletter or email.

Principles

Accessibility. Complainants should be able to make a complaint as easily as possible: written correspondence, email, telephone, verbally, via a third party, etc. We are committed to making communication with us as easy as possible

Timeliness. Oxfam aims to resolve complaints within 14 days of receipt. In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive a response. Complaints should be made within 3 months of the relevant incident. In exceptional circumstances Oxfam may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

Confidentiality. Some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

Documented. Some complaints may be both made and resolved verbally, e.g. by telephone or face to face. Where they are unable to resolved verbally, complaints must be made in writing. Outside the UK you may need assistance to do this, and Oxfam will help you to present your complaint.

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. Appropriate appeal processes are outlined in the documents published with this policy.

After an Appeal After the internal appeal, there is no further internal process. You may however still contact our UK Regulator, The Charity Commission. Outside the UK, we will notify you if there is an external procedure, but in any event you may contact the Charity Commission.

Mutual Respect. Everyone who makes a complaint to Oxfam will be treated with courtesy and respect. In return, Oxfam expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, Oxfam reserves the right to withdraw or modify its complaints process.

Part of a learning process. We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

Oxfam will keep this policy under review and an annual report will be produced on its implementation for submission to Oxfam's Corporate Management Team and Council; this report will also include consideration and comment on the application of lessons learned from previous years' reports. Oxfam's Director of Finance (as owner of this policy) will convene a regular meeting with appropriate managers to decide how Oxfam will apply lessons learned. In accordance with Oxfam's Open Information Policy an overview of complaints including number and analysis will be published, although to respect the privacy of individuals the details of individual complaints will not be public. See link to Open Information Policy).

Other Oxfams. Oxfam GB is a member of Oxfam International (www.oxfaminternational.org). There are 14 other national Oxfams, listed in the Oxfam International website. This policy covers Oxfam GB only. However, if any complaint is received which relates to Oxfam International or another Oxfam, we will notify the complainant accordingly and forward to the other Oxfam for attention.

Annexes

- 1 How to contact Oxfam
- 2 Complaints Handling/Procedures Oxfam in General
- 3 Complaints Handling/Procedures Oxfam Trading
- 4 Complaints Handling/Procedures Oxfam International Programme