

Complaints Policy

Date ratified: Dec 2023

Date of next review: Dec 2026

1. Introduction

ITF takes complaints from all stakeholders and members of the public seriously. ITF aims to uphold high standards of quality in all of its work, however there may be times when these standards are not met. Complaints will be dealt with as part of a learning process and can help to improve our work and will be dealt with in a timely manner.

2. Policy statement

This policy applies to ITF and is global in application. A complaint can be made by a donor, supporter, member, grantee, partner organisation (civil society, public or private) or any other member of the public in the UK and globally.

Complaints are taken seriously by the management team and will serve as a learning tool to improve ITF's work and procedures.

3. Definition of a complaint

A complaint is an expression of dissatisfaction with our services, actions or lack of action by members of staff, Trustees, volunteers, partners and anybody directly involved in the delivery of our work.

A complaint is not an enquiry or a suggestion about our services or policies, a contractual dispute or a request to amend records.

4. Accessibility to ITF's complaints policy and procedures

ITF is committed to ensuring that information about its Complaints Policy and Procedures is easily available and visible in digital form and published on the ITF website. ITF will send hard copies of this policy to anyone who requests it.

ITF grantees will be informed of the complaints policy and procedure as part of the Memorandum of Understanding governing grant awards.

The complaints procedure (see Appendix A) will clearly explain the steps required to make a complaint, including how to appeal if a complainant feels that the complaint has not been dealt with sufficiently. These steps will clearly state several internal stages for appealing complaints, as well as external organisations who can be contacted if the complainant feels that all internal solutions have been exhausted.

5. Confidentiality

All complaints received will be dealt with confidentially within the organisation and in accordance with the requirements of the Data Protection Act 2018.

6. Mutual respect

Complainants will be treated with courtesy and respect throughout the process. ITF expects complainants to communicate their dissatisfaction in a similarly appropriate fashion. Should the complainant harass or threaten staff, ITF reserves the right to modify or withdraw their complaints procedure.

7. Transparency

All complaints will be recorded and reviewed on a six-monthly basis by the management team in order to learn from them and apply lessons learnt to ITF's work.

ITF will publish statistics on the number of complaints received in their annual report, which is published on the Charity Commission's website as well as ITF's own website.



Appendix A: complaints procedure

How to complain to ITF

To make a complaint to ITF, you should initially contact us. You will need to state that you are making a complaint. You can contact us via:

Telephone: UK: +44 07517149524; Kenya: +254 207641354

Email: chair@internationaltreefoundation.org

Letter: International Tree Foundation, The Old Music Hall, 106-108 Cowley Rd, Oxford OX4 1JE

ITF will acknowledge receipt of your complaint within 7 working days, and will send a full response within 20 working days maximum.

Requesting an internal review

If you are dissatisfied with the response, you may request a review. This must be formulated in writing, either via email or postal letter. Your complaint will then be forwarded to the ITF Chief Executive, who will reply within 20 working days maximum.

Once the two internal complaints stages are exhausted, if you are still dissatisfied with ITF's response you can make a complaint to external bodies.

External complaints procedure

Following the two-step internal complaints procedure, if you are still dissatisfied, you can make a complaint to the Charities Commission for England and Wales - www.gov.uk/complain-about-charity.

Learning and review

ITF will review all complaints received on a 6-monthly basis to decide how to apply lessons learnt and improve services and procedures.

