



## **Complaints Policy**

International Health Partners is committed to delivering a high standard of service to anyone who engages with our work. We have a Standard Operating Procedure which covers the handling of complaints.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide you feedback by phone on **020 3 735 5489**, email **fundraisingcomplaints@ihpuk.org** or, alternatively, you can write to the following address:

**Fundraising Complaints  
International Health Partners  
Unit 402, Clerkenwell Workshops  
27/31 Clerkenwell Close  
London  
EC1R 0AT**

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to the Director of Operations who will consider the matter in more detail.

If after four weeks following the complaint, the matter has not been addressed by IHP or you feel that your concerns have not been resolved satisfactorily by IHP you can refer the complaint to the **Fundraising Regulator** which is the body that enforces (and where appropriate) revises the Code of Fundraising Practice (the Code) across the UK. You can do this by:-

- submitting your complaint through the Fundraising Regulator website  
<https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>
- writing to Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
- calling 0300 999 3407

International Health Partners has registered with the Fundraising Regulator and has committed to the Fundraising Promise. The Fundraising Regulator sets out their policy and approach to resolving and addressing cases on their website. Final decisions of cases they have undertaken are also published on the website.

**Last Updated: 19<sup>th</sup> June 2017**