

Our service

At WaterAid, we aim to provide a high quality service to our supporters, on whom we rely to fund and support our vital work, and to members of the public, who may use our information and services.

We are committed to establishing and maintaining good relations with all supporters, campaigners, donors, partners, volunteers and members of the public in line with our **core beliefs and guiding values**. (Please click on the link to visit our website and find out more.) We aim to always treat our supporters with respect. WaterAid is a member of the Fundraising Standards Board.

When things go wrong

We recognise that there may be times when our UK based fundraising or campaigning services and activities do not meet our high standards. When this happens, it is important that we know so that we can effectively deal with the situation, try to prevent it from happening again and learn from our mistakes.

Your feedback matters to us

At WaterAid, we openly welcome feedback, comments, suggestions and complaints. We actively encourage you to contact us with your feedback, whether good or bad. Complaints are especially important to us as they may help us to see where our services, procedures or activities might be improved.

Our promise and commitment to you

We promise to take all complaints seriously, and to deal with them in a timely manner.

How to complain

You can call us, write to us or email us about your complaint and our staff will be pleased to help.

Step 1: contact us

The first step is to contact a member of our Supporter Care Team, ideally by telephone as this is often the most effective way for us to find out exactly what has happened and to strive to resolve the situation quickly and efficiently – and hopefully to your satisfaction.

Please call our Supporter Care Hotline on 0845 6000 433 between 9am and 5pm Monday to Friday

We will try to resolve the problem straight away if we can. If we can't do this – for example, because the information we need is not to hand, or because we need to carry out further investigation – then we will make a record of your complaint and agree the best way and time to contact you. This will normally be within **five working days** unless we make some other arrangement that is acceptable to you.

If you prefer to write to us about your complaint, please send your letter, together with your name, address and contact telephone number to:

Supporter Care Team
WaterAid
47-49 Durham Street
London SE11 5JD

You can also email your complaint to supportercare@wateraid.org Please include your full name, address and contact telephone number.

Step 2: taking your complaint further

If, after contacting our Supporter Care Team you are still unhappy, the next step is to put your complaint in writing, either by letter or email and send this to the **Complaints Co-ordinator** at the postal or email address below. Please set out clearly the details of the complaint, explaining why you are not satisfied with our response and what you would like us to do to put things right.

We promise that your complaint will be dealt with promptly

Once we have received a formal written complaint, we will arrange for it to be fully investigated. Your complaint will be acknowledged in writing or via email within **five working days** from receipt and the letter will say when you can expect a full response. This should normally be within **ten working days** unless the matter is very complicated in which case it may take us up to **twenty one days**. Where this is the case, we will still let you know what action is being taken and tell you when we expect to be able to provide you with a full response.

Step 3: the next stage

If, upon receipt of the written response, you are still not satisfied, please let us know **in writing**, and tell us what you wish us to do next. Your complaint may be passed to our Senior Management Team or to our Chief Executive's office for further investigation and response. You can expect to receive a full response from them within **ten working days** from receipt of your letter or email.

Step 4: taking your complaint outside the organisation

If you are not satisfied with the response from Senior Management Team or Chief Executive, you can always seek advice from outside the organisation. If the nature of your complaint is related to our fundraising work, it is possible to seek help from the Fundraising Standards Board whose details are listed below. If the nature of your complaint is related to any other aspect of our charitable work, you may wish to contact The Charity Commission at the address below.

WaterAid's contact details

Address

Complaints Co-ordinator
WaterAid
47-49 Durham Street
London SE11 5JQ

Website

www.wateraid.org

Telephone

0845 6000 433

Email

supportercare@wateraid.org

Fundraising Standards Board (FSB)

Website

www.fsboard.org.uk

Telephone

0845 402 5442

The Charity Commission

Address

The Charity Commission
PO Box 1227
Liverpool
L69 3UG

Website

www.charity-commission.gov.uk/

Telephone

0845 3000218

Privacy policy

Please see <http://www.wateraid.org/uk/6566.asp> for WaterAid's Privacy policy.