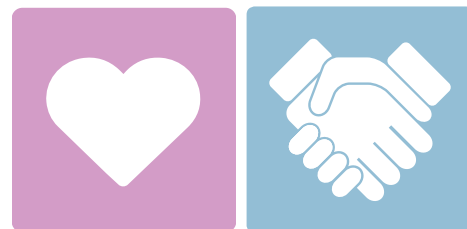


# WaterAid's complaints policy



## Our service

WaterAid is an international not-for-profit, determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation. We simply could not do this without the commitment and generosity of our supporters. It is therefore essential that all our supporters have a positive experience with us, and that we provide a service of the highest standard. Our supporters make change happen in many valuable ways, such as through campaigning, taking part in events, volunteering and financial support.

We aim to provide the very best service in all areas of our work, to everyone who comes into contact with us, including campaigners, donors, partners, volunteers and members of the public. To read more about who we are, our core beliefs and guiding values, visit [wateraid.org/uk/why-wateraid](https://wateraid.org/uk/why-wateraid)

To give you confidence in all aspects of our fundraising practice, we are registered with the Fundraising Regulator and we adhere to their Code of Fundraising Practice.

## When things go wrong

There may be occasions when we do not meet our high standards. If this happens, we really want to know about it, so we can investigate the issue, address your concerns and ensure it does not happen again.

## Your feedback matters to us

We openly welcome you to contact us with your comments, suggestions and complaints. Complaints are especially important to us because they help us see where our services, procedures and activities might be improved. All feedback is recorded and reviewed regularly. We promise to take all complaints seriously, and to deal with them quickly, efficiently and fairly.

## How to complain

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

## Making an initial complaint

Please contact a member of our Supporter Care team on **020 7793 4594** between 9am and 5.30pm, Monday to Friday. If you would prefer to write to us about your complaint, please send your letter, together with your name, address and contact



telephone number, to our Supporter Care team at the address below. Alternatively, you can email your complaint to **[supportercare@wateraid.org](mailto:supportercare@wateraid.org)**

We will always do our best to resolve any complaint immediately. If we can't do this, 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 three working days.

### **If you are not satisfied with our response**

Please contact David Martin, our Complaints Coordinator, by phone, email or in writing, using the details below. Please set out clearly the details of your complaint, explaining why you are not satisfied with our response and what you would like us to do to put things right.

Once we have received your complaint, we will arrange for it to be fully investigated, and will respond in writing within three working days. If your complaint is a little more complicated and needs to be explored further, you will receive an initial acknowledgement and we will then respond within ten working days.

We will always do our utmost to fully resolve every complaint, and we welcome the opportunity to discuss your concerns in order to help us arrive at a satisfactory outcome.

### **If your complaint is still unresolved**

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. We will respond within ten working days of receipt of your letter or email.

### **Taking your complaint outside the organisation**

If you are not satisfied with the response from our Senior Management team or Chief Executive, you can seek advice from outside WaterAid. If the nature of your complaint is related to our fundraising work, you can contact the Fundraising Regulator, 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, also listed below.

Without support from the general public, we could not continue our work. We really do appreciate the opportunity to discuss any complaints, to help us learn, improve our services wherever possible, and create a lasting change.

#### **David Martin – Complaints Coordinator**

WaterAid  
6th floor, 20 Canada Square,  
London E14 5NN  
[davidmartin@wateraid.org](mailto:davidmartin@wateraid.org)  
020 7793 4526

#### **Supporter Care Team**

WaterAid  
6th floor, 20 Canada Square,  
London E14 5NN  
[supportercare@wateraid.org](mailto:supportercare@wateraid.org)  
020 7793 4594

#### **The Charity Commission**

PO Box 1227  
Liverpool L69 3UG  
0845 300 0218  
**[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)**

#### **The Fundraising Regulator**

2nd floor  
CAN Mezzanine Building, 49-51 East Road,  
London N1 6AH  
[enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)  
0300 999 3407  
**[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)**