

Let us know if we have done something wrong or done something well!

Micah Global believes that all views are important and that complaints give us valuable information about the way we operate for the benefit of our members and how we can improve, and the opportunity to put things right for the person or organisation who has made the complaint. It is also important for us to receive feedback on the service provided when things go right, so that we can build on that good service for all those who encounter us through our charitable activities.

COMPLAINTS

1. Who can make a complaint?

- 1.1 A complaint can be raised by anyone who has a legitimate interest in Micah Global including members and donors.
- 1.2 Safeguarding concerns must be reported directly to the charity's Safeguarding Lead and procedures in the Safeguarding Policy be followed.
- 1.3 Complaints by a member of staff should be made following the guidelines in the Staff Handbook under Grievance Policy.
- 1.4 Complaints about data protection and privacy will be handled in line with applicable UK data protection law.

2. How to make a general complaint

- 2.1 Any complaint should be addressed to the Chair of the Board of Micah Global by emailing talktous@micahglobal.org or writing to the following address including full details of the complaint and what, if anything, you have already done to seek resolution:

Micah Global
c/o 26 Charmwood Close
Newbury
RG14 1XA
UK

- 2.2 A complaint about the Chair of the Board should be directed to another Board member.
- 2.3 A complaint can be made verbally to any member of Micah Secretariat or Board, but should be followed up in writing.

3. Our response to your complaint

- 3.1 All complaints and concerns information will be handled sensitively, informing only those who need to know and following any relevant data protection requirements.
- 3.2 The Board will acknowledge the complaint within 10 days, record and investigate the complaint, and may request further information.
- 3.3 A formal response to the complaint will be made without undue delay when we have made a full investigation; we will tell you what we have done and why and let you know of any changes we make as a result.

3.4 If you remain dissatisfied, or if your concern relates to serious misconduct or mismanagement in the administration of the charity, you may raise the matter with the Charity Commission.

4. Making a complaint about data protection and privacy

Complaints about how we handle personal data or privacy will be handled in line with UK data protection law.

- i) you can make a complaint to Micah Global's data controller at talktous@micahglobal.org or write to our correspondence address above;
- ii) we will acknowledge complaints within 30 days;
- iii) we will investigate and respond without undue delay;
- iv) if you remain dissatisfied, you can complain to the Information Commissioner's Office (ICO)

COMPLIMENTS

Please let us know if we have done something well. We would love to hear from you!

Email talktous@micahglobal.org