



Prospect Burma

## Comments and Complaints Procedure

Prospect Burma welcomes all feedback about the way we work. If you have a comment or complaint about any of our activities, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

Prospect Burma is committed to dealing with feedback about our activities and learning lessons from the comments of our beneficiaries, friends and supporters.

Our procedure is intended to ensure that we:

- Listen and respond to people who raise an issue about our activities
- Respond promptly to complaints
- Are fair and consistent
- Offer solutions and/or explanations
- Review comments to see if we can do things differently
- Know when something is working well when positive feedback is received
- Respect the confidentiality of complainants and staff
- Record complaints consistently and monitor what we record
- Use complaints positively as an opportunity for learning and improvement of our work
- Have a clear process for you to raise complaints about fundraising

## Complaints

In making a complaint we believe most people want to have their complaint listened to and for Prospect Burma to treat it as important. We aim to investigate all complaints and offer a solution or explanation.

In the first instance, the simplest and quickest way to resolve a complaint may be to get in touch with the person with whom you are in contact at Prospect Burma. If you do not know the person's name or contact details, you can contact these email addresses:

- [scholarships@prospectburma.org](mailto:scholarships@prospectburma.org): For all student matters including scholarships and applications

- [information@prospectburma.org](mailto:information@prospectburma.org): For all other matters including fundraising

If you wish to escalate the issue, you can use our formal complaints process.

## How to Complain

### Step 1 – Tell Us

You may send your complaint to Prospect Burma in any of the following ways:

- By email to [complaints@prospectburma.org](mailto:complaints@prospectburma.org)
- By writing to us at:

Prospect Burma  
PO Box 8166, London, W1A 2HW

Our aim is to ensure every complaint is acknowledged within 3 working days.

### Step 2 – We will respond to your complaint

Your complaint will be investigated by a member of our UK office team. We aim to provide you with the outcome of this investigation within 10 working days, though some matters can take longer - we will advise you if this will be the case.

### Step 3 – If you're not happy with our response

If you are still not satisfied with our response, you can ask for it to be reviewed by the Executive Director. The Executive Director will write to you, clearly setting out the outcome of their review and the rationale for their decision. The review will be completed within 10 working days of receiving your response. If an extension is necessary we will inform you of the reason and provide you with an update.

## Complain to a Regulator

Prospect Burma is regulated under UK law. You can complain to UK regulators if you have concerns about Prospect Burma relating to fundraising, advertising, impropriety, illegality or anyone being subjected to harm through the charity's work. In most cases, regulators will expect you to try and resolve an issue directly with Prospect Burma first, or to explain why this was not possible or appropriate.

You can access the complaints process for all regulators via the UK's central charity complaints page: [Complain about a charity - GOV.UK \(www.gov.uk\)](https://www.gov.uk/complain-about-a-charity)