



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.

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
- By calling our office on 0203 667 7883
- By writing to us at:

Prospect Burma
Victoria Charity Centre
11 Belgrave Road, London SW1V 1RB

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. The outcome of this investigation will be provided within 10 working days starting from the date the complaint is received.

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.

Complaints about Fundraising

If you remain dissatisfied with the outcome, you are entitled to raise the matter with the Fundraising Regulator. The Fundraising Regulator is the regulatory body for UK fundraising, overseeing charities and agencies compliance with the Code of Fundraising Practice. They can adjudicate on complaints relating to fundraising activities, where the complainant and charity cannot reach a resolution.

Prospect Burma is committed to abide by any decision the Fundraising Regulator may reach on complaints which are escalated to them.

Fundraising Regulator

2nd Floor, CAN Mezzanine
49-51 East Road

London, N1 6AH

Tel: 0300 999 3407

<https://www.fundraisingregulator.org.uk/complaints/make-complaint>