Brighter Communities Worldwide Feedback & Complaints Policy

Purpose of the policy

We value all opinions and welcome all feedback from those who engage with us – the public, our beneficiaries, volunteers, staff, donors and supporters. We welcome both positive and negative feedback.

- **Feedback and complaints procedure -** We welcome all feedback from the public and we have a feedback procedure published on our website. We do this to become a stronger organisation and as part of our commitment to the following -
    - Our compliance with the **Charities Regulator Guidelines for Charitable Organisations on Fundraising from the Public**
    - Our compliance with the **Dochas Guide to Ethical Communications which calls for implementing best practice** as outlined in the four commitments in the Dochas guide to Ethical Communications
- We implement a **Beneficiary Feedback Mechanism** to encourage and capture feedback on our community development programmes directly from those we work with.
- We have a separate **Feedback and Complaints process** for our staff and volunteers (see BCW Grievance Policy and BCW Volunteer Policy)
- A summary of complaints will be circulated annually to all board members via our **Complaints Register.**

Our Commitment

Brighter Communities Worldwide is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. Your will find details of the standards of good practice that we adhere to on the governance and transparency page of our website https://www.brightercommunities.org/governance/

We listen and respond to all views so that we can continue to improve. We welcome both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint, where the need arises;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly and politely;
- we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
- we learn from feedback and complaints, use them to improve, and monitor them at our Board.

What to do if you have feedback or a complaint

1. If you do have feedback or a complaint about any aspect of our work, please contact our office by email, mail or telephone or in person (contact details below).
2. Please give as much information as possible and let us know how you would like us to respond to you, providing relevant contact details including telephone number and email or address and your preferred method of communication.
3. Your feedback or complaint will be dealt with by members of management listed under contact details below. Complaints about the Chief Executive Officer or the Chairperson follow the separate route set out under "What happens if the complaint is not resolved?" below.

Our contact details are:

Ireland	**Kenya**
Rose Hennessy Operations Manager Brighter Communities Worldwide, Lower Ground Floor, 2 Westbourne place, Cobh, Co. Cork Email: admin@brightercommunities.org Telephone : 021 4813735	Damaris Chepkemboi, Administration Manager, Brighter Communities Worldwide, PO Box 335, Londiani 20203, Kenya Email: office@brightercommunities.org Telephone: +254 701454950

What Happens Next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it with 21 days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the board of directors annually. Complaints about the CEO or Chairperson are logged by the Director handling them, and access to those entries is restricted to the Board.

What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing or emailing to Brighter Communities Worldwide Chief Executive Officer Martin Ballantyne – martin@brightercommunities.org. If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the board Susan McCarthy – susan@brightercommunities.orgwho will ensure that your appeal is considered at Board level. He/She will respond within two weeks of this consideration by Board members.

Complaint about the Chief Executive Officer – If your complaint is about the CEO, please do not send it to the CEO. Write or email the Chairperson of the board, Susan Mc Carthy – susan@brightercommunities.org. The Chairperson will acknowledge your complaint within 7 days. The CEO will not be involved in handling it. The Chairperson will ensure it is considered by the Board, or by a Director appointed by the Board who has no conflict of interest, and will respond within two weeks of that consideration. **Complaint about the Chairperson –** If your complaint is about the Chairperson, please write to any other Director of the board, care of the Ireland office address above and marked "Private and Confidential – for the Board". A Director other than the Chairperson will handle it in the same way.

In addition -

Complaint about our fundraising - You may at any stage make your complaint known to the Charities Regulator who oversee charities compliance win the Guidelines for Charitable Organisations on Fundraising from the Public. If you wish to contact them regarding a concern, you must complete their online concern form. https://www.charitiesregulator.ie/en/information-for-the-public/raise-a-concern

Complaint about our adherence to the Dóchas Guide to Ethical Communications – if you are not satisfied with our response, you can contact Dóchas directly by emailing comms@dochas.ie For more information on this, please see the complaints mechanism on the Dóchas website https://www.dochas.ie/complaints/