



EMMS International
Norton Park, 57 Albion Road, Edinburgh EH7 5QY

A Company Limited by Guarantee No SC 224402 and registered as a Scottish Charity No SC 032327

Customer Care Policy

Introduction

Our aim is to provide the best customer service to our supporters and partners. We will build on positive feedback where supporters tell us we are getting things right. We recognise that we won't always get things right, and when we do, we take any feedback seriously and with the intention to learn from our mistakes.

EMMS International is signed up to the Fundraising Guarantee and is on the Scottish Fundraising Standards Panel Register of Charities committed to best fundraising practice.

This policy sets out what our responsibilities are as individual members of staff, the standards that underpin our commitment to excellent customer care, our Fundraising Guarantee, and the formal Complaints Procedure that we will use to manage all customer and partner feedback.

EMMS International Staff Commitments

We will seek to provide the best possible standards of care to all our supporters. We will do this by:

1. Providing a welcoming and professional customer service to our supporters and partners.
2. Acting in a polite and courteous manner always.
3. Making every effort to resolve customer problems on the spot.

¹ Last reviewed June 2024

Next review June 2025

Customer Care Standards

We will aspire to deliver the highest possible standards of customer care always. We will achieve this through:

1. Highly motivated & well-trained staff.
2. Regular review of our service through regular monitoring of supporters' views and encouraging feedback.
3. Co-operation with other partners where this is in the best interest of our project partners.
4. Regularly keeping supporters informed about our work and how well we are doing.
5. Meeting the needs of supporters with visual impairments through the provision of large print and audio information on request.

What Happens When Things Go Wrong?

When things do go wrong, we will endeavour to resolve any complaint as quickly as possible, as follows:

1. We will do our very best to resolve all problems on the spot.
2. Where we cannot resolve a problem immediately, we will respond within 5 working days.
3. We will make it as easy as possible to give us feedback, by using the Complaints Procedure set out below.

Our Fundraising Guarantee to you



Fundraising is the life-blood of many Scottish charities and we need to raise funds from voluntary sources. We could not fulfil our charitable mission without the support of generous, thoughtful and committed donors. We value the support of donors and understand the need to balance our duties to beneficiaries with our duties to donors.

That's why we make this commitment to you.

We will comply with the law as it applies to charities and fundraising and we commit that we will guarantee to adhere to best practice as outlined in the Fundraising Code of Practice.

We will monitor fundraisers, volunteers and third parties working with us to raise funds, ensuring that they also comply with this Code of Practice.

We guarantee to operate in line with the values of the Code; to be Legal, Open, Honest and Respectful in all our fundraising. To promote and underpin these values, we commit to the following standards:

- We will be clear about who we are and what we do;
- We will give a clear explanation of how you can make a gift and change or stop a regular donation;
- If you do not want to give or wish to cease giving, we will respect your decision;
- We will respect your rights and privacy;
- We comply with all Good Fundraising guidance from the Scottish Fundraising Adjudication Panel, including how to deal with people in vulnerable circumstances, and publish a link to this guidance on our website: <https://goodfundraising.scot/> ; we also publish on our website our own Child and Vulnerable Adult Protection Policy;
- We will hold your data securely;
- We will communicate with you in accordance with your selected preferences.

We commit to ensuring our complaints process is clear and easily accessible and we will provide clear and evidence-based reasons for our decisions on complaints.

However, should you be dissatisfied with our response, you will be able to take this further by contacting the Scottish Fundraising Standards Panel: www.goodfundraising.scot

Complaints Procedure

A complaint can be given verbally or in writing. We do not accept, complaints through social media channels used by EMMS International

Responsibilities with regard to complaints from supporters and the public:

We consider a comment to be a complaint where it concerns our violation of any of the codes of conduct mentioned above or of any law.

All members of staff are responsible for receiving complaints and responding to them in the first instance.

The Director of Fundraising and Communications is responsible for investigating all complaints from supporters and the public and drafting responses on behalf of the CEO.

The CEO will sign all responses to complaints. If the CEO is unavailable, responses will be signed by the Director of Fundraising and Communications, Director of Finance or Director of International Programmes (in cascade order).

Process

1. All complaints will be logged and an acknowledgement sent to the supporter within 1 week, summarising the details of the complaint and detailing when a response will be sent (where applicable). Where the complaint has been resolved within this 1 working week, the response will be a summary of the complaint and the action taken, and this initial response will be signed by the CEO.
2. The Director of Fundraising and Communications will investigate complaints on behalf of the CEO, and if the matter is not resolved before the acknowledgement above is sent (1 working week after the complaint is received), will draft a further reply to be signed and sent by the CEO within 2 working weeks of receipt of the complaint.
3. If the complainant is not satisfied with the initial response, they may seek further clarification from the CEO. The CEO will respond within 1 working week of receipt of the request for further clarification.
4. If they remain unsatisfied and wish to take the matter further, the complainant should write to the Chair to seek resolution; the CEO should advise the Chair accordingly. The Chair will reply to the complainant within 1 working week of receiving the complainant's request for resolution.
5. If the complainant is not satisfied with the Chair's response, and the complaint relates to fundraising, the Director of Fundraising and Communications will advise them to contact the Scottish Fundraising Standards Panel, within 60 days of receiving the Chair's response. Where the complaint does not relate to fundraising, the Chair and CEO may offer to meet the complainant to try to resolve their complaint.

6. If a complaint is referred to the SFSP, the SFSP Secretariat will investigate and report within 60 days of receiving it. If the complainant is still dissatisfied, the complaint will be referred to the SFSP Board, who will review it and report within 60 days of it being referred to them. EMMS International is committed to assisting the SFSP, in any way whatsoever, to enable a satisfactory resolution to the complaint.
7. In the event of a complaint being submitted to the SFSP, the CEO will inform the board of EMMS International and will request board members to review the complaint and EMMS International's responses. The board will decide whether to make a submission to the SFSP or not.

Feedback from Partners

EMMS International is committed to providing excellent customer service to our partners as well as supporters. Where partners wish to provide positive or negative feedback to EMMS International, they should follow this procedure:

- a. Partners should initially raise their complaints through Director of International Programmes, who will try to resolve any complaint and respond within 1 working week.
- b. Where the partner remains unsatisfied, the complaint will be escalated to the CEO.
- c. Should the partner still remain dissatisfied, they should raise their concerns with the Chair - using the Chair@emms.org email address - who will investigate the complaint and respond accordingly. The Chair will respond within 1 working week.
- d. Where a complaint cannot be resolved through the above, EMMS International and the partner may seek to resolve the complaint through mediation.
- e. Where they wish to pass on positive feedback to EMMS International, they should forward their comments to the Director of International Programmes who will respond accordingly.
- f. All staff and trustees will notify details of all partner feedback to the CEO for monitoring purposes.
- g. All Project Agreements will make clear that all projects must clearly publicise how partners' staff and users can submit feedback to EMMS International.

General Complaints

Complaints not of a fundraising nature or from a programme partner, and which have not been satisfactorily resolved by EMMS International, staff or trustees, can be reported to OSCR.

Monitoring

All complaints will be discussed quarterly by the Leadership Team and a summary included by the CEO in the quarterly Board performance report.