



# IHP Complaints Policy

International Health Partners is committed to delivering excellent service to anyone who engages with our work. We welcome feedback on any aspect of our work and have a standard operating procedure which covers the handling of complaints to help to resolve these to the satisfaction of all involved.

We regard complaints as an opportunity to turn a negative experience for a customer or service user into a positive one, as well as an opportunity to learn and to improve.

## Contacting IHP: The Complaints Process

You can provide your feedback by phone on **020 3735 5489**, email **complaints@ihpuk.org** or, alternatively, you can write to the following address:

### Complaints

**International Health Partners**  
**Unit 402, Clerkenwell Workshops**  
**27/31 Clerkenwell Close**  
**London EC1R 0AT**

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **a further 10 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know as soon as possible. We aim to ensure all complaints are investigated thoroughly and fairly. Our response will seek to be proportionate and appropriate.

If you are not happy with the response you receive, you can escalate your concerns to the CEO of the charity who will consider the matter. They will write to you clearly setting out the outcome of their review and rationale for this decision. This will be sent **within 10 working days** of you notifying the charity of the fact that you remain unsatisfied by the initial response received.

## What Information should you provide?

To help us resolve the issue efficiently and fairly, it would be helpful if you could provide the following information in your complaint and submit this as soon as possible after the events to which this pertains:

- Your full name;
- Your contact details (including email address and telephone number);
- How you would like us to contact you in relation to your complaint;
- Your relationship to IHP;

- A detailed description of your complaint and what you think went wrong, including dates and times of any reported incidents;
- Details of what you have done to try and resolve the issue so far;
- What you think we should do to resolve the matter;
- Any issues around confidentiality in relation to the individual(s) complained about, and/or third parties; and
- Copies of any documents related to the complaint.

All personal data provided will be processed securely and transparently in accordance with applicable data protection legislation as set out in our Data Protection Policy and our Privacy Policy. We appreciate that individuals may wish to make a complaint on an anonymous basis and will take all reasonable steps to investigate all complaints, including those made on an anonymous basis. However, we do ask that individuals making a complaint provide their name and contact details wherever possible, as without this information it will be difficult for us to fully investigate the complaint, it will make it harder for us to verify information relating to the alleged incident(s) and will prevent us from being able to update you on the progress of our investigations.

You can ask us to keep your identity confidential and specify any other aspects of the complaint that are sensitive. Where this is the case, we will discuss with you what details we are able to disclose as part of IHP's investigation process. We note that our legal and regulatory obligations may mean that we are obliged to disclose the existence and nature of your complaint. We only do so on an anonymised basis, although there may be instances where we are compelled to provide further detail.

## Escalating your Concerns

If, after the review from the CEO, you feel that the matter has not been addressed by IHP or you feel that your concerns have not been resolved satisfactorily by IHP you can refer the complaint to an appropriate regulatory body, according to the nature of the complaint. These are set out below:-

### 1. Fundraising Complaints

The **Fundraising Regulator** is the body that enforces (and where appropriate) revises the Code of Fundraising Practice (the Code) across the UK. International Health Partners has registered with the Fundraising Regulator and has committed to the Fundraising Promise. The Fundraising Regulator sets out their policy and approach to resolving and addressing cases on their website. Final decisions of cases they have undertaken are also published on the website.

You can contact them and submit your complaint by:-

- using the Fundraising Regulator website <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>
- writing to Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
- calling 0300 999 3407.

### 2. Safeguarding Complaints or Concerns

Due to the sensitive nature of these issues, IHP has a specific Safeguarding policy and guidelines relating to the management of safeguarding. This is available on IHP's website ([www.ihpuk.org](http://www.ihpuk.org)) and contains further information about regulatory bodies.

### **3. Complaints Relating to the Quality of Medical Products or Distribution of Medical Products**

All complaints relating to the quality of medical products, or the distribution of medical products are covered in our SOP QS-008 Handling Complaints which is available by emailing [qualityassurance@ihpuk.org](mailto:qualityassurance@ihpuk.org) or ringing our office.

### **4. All Other Complaints**

Any other complaints will be handled in the first instance by the COO of IHP, following the process set out above. If you remain unhappy following this internal review, you should contact the Charity Commission: <https://forms.charitycommission.gov.uk/raising-concerns/>

### **IHP's Commitment to Learning and Improvement**

IHP will keep full records of all complaints received and the outcomes of all investigations and the reasoning for decisions. These will be considered annually to review any trends or wider learning so that activity can be further improved, and the repetition of mistakes avoided.

**Last Updated: 18<sup>th</sup> July 2022**