

## Complaints Procedure

Farm Africa reduces poverty in eastern Africa by helping farmers grow more, sell more and sell for more.

For too long, Africa has struggled with the problems of hunger and poverty. Again and again, images of famine have challenged the world to end this human tragedy – but still it happens. Today, with climate change to deal with too, the need is more urgent than ever.

Farm Africa is helping Africa's farmers end this cycle of despair. We're there, on the ground, ensuring farmers have the equipment and know-how to manage their land more effectively.

Working shoulder to shoulder with farmers, we help the best farming techniques take root and spread so there's food not just this harvest, but every harvest.

We bridge communities, governments and businesses so that Africa's farmers can not only grow food but sell it too, allowing them to take charge of their future and build better lives.

### **We believe Africa has the power to feed itself. Let's make it happen.**

The work we do would not be possible without the commitment and generosity of our supporters, and we wholeheartedly value each and every one. We respect the wishes of our supporters, and aim to communicate openly and maintain transparency at all times.

### **Any comments, suggestions or complaints?**

Farm Africa strives to provide the best service possible to anyone who comes in contact with the organisation. We always value any feedback from our supporters, in the form of comments, suggestions or complaints. All such feedback is recorded and reviewed regularly and we endeavour to learn from feedback and to address any issues raised fully and efficiently.

### **Fundraising Promise**

Farm Africa is registered with the Fundraising Regulator and is committed to best practice in fundraising. As such, we aim to adhere to the Code of Fundraising Practice, as established by the Institute of Fundraising.

To read the Code of Fundraising Practice visit:  
<https://www.fundraisingregulator.org.uk/code>

### **Complaints Procedure**

Where your concerns relate to fundraising, you should initially contact Farm Africa's Complaints Co-ordinator, Kate Prowse, via the contact details below.

Once we have received your complaint, you will receive an acknowledgement within 2 working days, and we will aim to make an initial response (after investigation) within 5 working days.

If you are not satisfied with the initial response please let us know as soon as possible. We will always aim to fully resolve any issue in such a way that you feel a satisfactory outcome has been reached in a fair and efficient manner.

If your complaint is still unresolved, please contact us in writing with full details of your complaint. Your complaint may be passed to our Senior Management team or to our Chief Executive's office for further investigation and response.

If these responses still do not answer your concerns, you can contact the Fundraising Regulator who will investigate your complaint and report their findings to you within 30 days. If you are still dissatisfied, you can ask the Board of Directors of the Fundraising Regulator to look again at your complaint. Their decision will be made within 60 days and will be final. Farm Africa agrees to abide by decisions made by the Fundraising Regulator.

### **Other Complaints**

If the nature of your complaint is related to any other aspect of our charitable work, unrelated to fundraising, please contact our Supporter Services team on [info@farmafrica.org](mailto:info@farmafrica.org) or 020 7430 0440. You may also wish to contact The Charity Commission at the address below.

### **Contact Details**

#### **Kate Prowse Fundraising Regulator Complaints Co-ordinator**

Farm Africa  
9<sup>th</sup> Floor, Bastion House  
140 London Wall  
London  
EC2Y 5DN  
Email: [info@farmafrica.org](mailto:info@farmafrica.org)  
Telephone: 020 7430 0440

#### **Fundraising Regulator**

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)  
2<sup>nd</sup> Floor CAN Mezzanine Building  
49-51 East Road  
London  
N1 6AH  
Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)  
Telephone: 0300 999 3407

#### **The Charity Commission**

[www.gov.uk/government/charity-commission](http://www.gov.uk/government/charity-commission)  
PO Box 211  
Bootle  
L20 7YX  
Telephone: 0300 066 9197