

## Complaints Procedure

Farm Africa is an international organisation working to build a resilient rural Africa where people and the environment thrive.

We work in DR Congo, Ethiopia, Kenya, Tanzania and Uganda growing agriculture, protecting the environment and strengthening markets in rural areas

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 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 two working days, and we will aim to make an initial response (after investigation) within five 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 unrelated to fundraising and concerns any other aspect of our charitable work, please contact our Supporter Services team on [info@farmafrika.org](mailto:info@farmafrika.org) or 020 7430 0440. You may also wish to contact The Charity Commission at the address below.

## Contact Details

### **Kate Prowse** **Farm Africa Complaints Co-ordinator**

Farm Africa  
1 St. John's Lane  
London  
EC1M 4BL

Email: [info@farmafrika.org](mailto:info@farmafrika.org)

Telephone: 020 7430 0440

### **Fundraising Regulator**

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

Eagle House  
167 City Road  
London  
EC1V 1AW

Email: [admin@fundraisingregulator.org.uk](mailto:admin@fundraisingregulator.org.uk)

Telephone: 0300 999 3407

### **The Charity Commission**

<https://www.gov.uk/government/organisations/charity-commission>

PO Box 211  
Bootle  
L20 7YX

Telephone: 0300 066 9197