



Vision Action's Complaints Procedure

Vision Action, formally known as Vision Aid Overseas, aims to meet our charitable vision and mission and we believe we achieve this most of the time: but if we are not getting it right, please let us know.

We view legitimate complaints positively as they are one of the ways we have to make sure we keep improving the quality of everything that we do. If there is anything to do with Vision Action which you feel you need to complain about, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

How to contact us

Often the easiest way for you to register a complaint, and for us to resolve it, is by emailing us at info@visionaidoverseas.org

However, you can also phone on 0300 102 9622 , and our phone lines are open Monday to Friday from 09:00 – 17:00 (excluding Bank Holidays).

Alternatively, you can also write to us at:

Chief Executive Officer
Vision Action
Freedom Works
Spectrum House
Beehive Ring Road
Gatwick
RH6 0LG

What we will do on receiving your complaint

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff. Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints. We do not deal with matters for which the Charity is not directly responsible unless it involves a safeguarding issue.

Complaint response times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required, we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

What constitutes a legitimate complaint?

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of Vision Action Charity which is under the control of the Charity, its staff or volunteers.

What if our response does not satisfy you?

If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, you can refer it to the Fundraising Regulator, the independent regulator of charitable fundraising of which Vision Action is a member.

They can be contacted via their website <https://www.fundraisingregulator.org.uk/complaints>, or at 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH or by phone on: 0300 999 3407

Ultimately, you have recourse to the online complaint form at the Charity Commission www.charitycommission.gov.