

Complaints Policy

The AMQF aims to operate within a positive environment and maintain a constructive relationship with all of its stakeholders. However, disagreements may arise. In some cases, informal discussions with the people concerned can often settle the matter, and this is our preferred approach. In other cases, however, a more formal process might be needed to handle complaints. At the A. M. Qattan Foundation, we view complaints as an opportunity to learn and to improve our services to the public. Thank you for helping us to do this.

What is a complaint

A complaint is any expression of dissatisfaction about any aspect of our services. This may include but is not limited to:

- The way we implement projects or activities.
- The way we select beneficiaries and participants in those activities.
- Our contracts with third parties.
- The way we conduct procurement from suppliers.
- The way we engage with partner organisations and implementing partners.
- Instances of perceived or real corruption.
- Instances of discrimination on the basis of class, social background, religion, gender, mental or physical ability, or political affiliation.
- Instances of real or threatened violence.
- Instances of sexual harassment or inappropriate inuendo.
- Instances of child abuse.

How to make a complaint?

We want to make it easy for you to contact us in order to lodge your complaint or provide feedback. Here is how:

1. **Face to face:** if you are dealing with a member of staff and you wish to complain, then please speak to them directly. It may be possible to resolve the issue immediately. Please note that such complaints may not necessarily be recorded. However, if that is not possible, then you may want to talk to their direct supervisor who is obliged to record the details of your complaint and will

forward it to the person in charge, or you may want to follow the next step of writing us your complaint directly.

2. **Written complaints:** if you wish to share your complaint with us in writing kindly please use any of the addresses below directing your complaint to the Director General. Our Palestine address is: A. M. Qattan Foundation; 27 An-Nahda Women Association Street; Al-Tira- Ramallah; P.O. Box: 2276. Our UK address is: Tower House, 226 Cromwell Road, London SW5 0SW. Complaints can also be sent by email on: complaints@gattanfoundation.org.
3. **You can call us** on 009702960544 and ask to speak to the Director General to make your complaint; in case the Director General is not available, you can speak to the Director of Administration. Complaints received by telephone may be recorded.

Please make sure to provide us with a telephone number and/or email address at which we can reach you to gather further details if needed.

What will we do?

We will contact you within 5 days of receiving the complaint to acknowledge its receipt. Hopefully, we can resolve the matter as quickly as possible. However, if the issue is more complex, we will take all necessary steps to investigate the matter and get back to you within 15 working days of receiving the complaint to advise you of our findings or to give you an update on progress. We will continue to keep you informed until the matter is resolved to your satisfaction or until all appropriate steps (in our opinion) to resolve the matter have been taken.

Right to appeal

If you are unsatisfied with our decision or redress, you have the right to appeal. If you wish to do so, you may contact us again by calling us or writing to us once more. The appeal will be then forwarded to the Board of Trustees who will then issue a final response. You should receive a definitive reply within one month from your appeal date.

Our pledge

All complaints will be handled in the strictest confidence and based on relevant data protection laws.

Through a process of regular review, we aim to improve our services, identify any trends which may indicate a need to take further action and ensure that any lessons learned are implemented within the organisation.