

ZANE: Zimbabwe A National Emergency

Complaints Procedure

If you have a complaint about ZANE, we would like to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To resolve complaints promptly
- To use complaints constructively in the planning and improvement of ZANE's services and activities.

We hope that most problems can be resolved simply by getting in touch with the person dealing with your initial contact. If, having done this, you remain unhappy about the problem or the level of service you have received, you may wish to make a complaint.

How to make a complaint

If you have a complaint about ZANE, you can send it by post or e-mail. In all cases you should aim to provide as much relevant information as possible so that we can deal with your complaint promptly. Please also include your contact details so we can correspond with you, which may include email or post.

All complaints should be sent to:

Complaints Handling
ZANE: Zimbabwe A National Emergency
PO Box 451
Witney
OX28 9FY
Email: complaints@zaneinfo.com

What happens next?

You will receive an acknowledgement from us within ten working days of your complaint being received and we expect to resolve most problems in that time. You may be contacted to make sure that we have understood your complaint fully.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

In all cases, a complaint will be given full and fair consideration.

Fundraising Regulator

ZANE is a member of the Fundraising Regulator and as such we strive to be honest, accountable and transparent when fundraising. If you remain dissatisfied with our response, you can refer your complaint to:

The Fundraising Regulator

Eagle House

167 City Road

London

EC1V 1AW

Tel 0300 999 3407

www.fundraisingregulator.org.uk .

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