

# Complaints Policy

The following outlines the process in which complaints are managed across the IXL Campaign.

- The client will send the complaint details via to the dedicated complaints box using the complaint form template ensuring this is password protected. Personal data will only be included on the form if required for the complaint to be investigated.
- The complaints team will acknowledge receipt within 24 hours and log the complaint on the system.
- Each complaint is reviewed and categorised by its relevant code in accordance with the complaint code and the accusation
- The complaint is then investigated by IXL, and the partner involved, and a response is returned to IXL.
- When the investigation has been completed, the complaint form will be sent back to the client within 5 working days (Mon – Fri depending on the severity) with a statement provided from the office owner and/or fundraisers along with the outcome of the complaint and the rationale behind the decision.
- Mandates will be provided where requested if this is within 10 weeks of the initial sign up.
- Call recordings will be provided where requested if this is within 10 weeks of the initial sign up with our call centre partner NTT. This is subject to change with other call centre partners.
- The client will notify IXL within 2 business days if they require further investigation into a complaint.
- If the client finds it necessary for fundraisers to be moved or removed this should be confirmed within 2 hours of the charity's request. If this is not viable a full explanation will be given as to why this cannot be achieved.
- Should IXL receive a complaint directly from a member of the public, IXL will notify the client within 2 business days of receipt.

### Code 3 complaints

The above process will also be followed on code 3 / serious complaints. On first receiving a code 3 complaint this will be highlighted to the Partnership Success Manager to ensure that these are dealt with accordingly.

After the initial investigation of a code 3 a decision will be made as to whether it is deemed necessary for a fundraiser to be removed from the field pending a full investigation. The rationale behind this decision will be provided to the client at this time.

On all potential fraud cases IXL must provide all call recordings (where applicable) and mandates within 48 hours of the initial complaint as long as the sign up is still within the 10-week period.