

Feedback & Complaints Policy

We welcome feedback of any kind – it helps us to grow as a team and as a programme.

Migration Exchange aims to ensure that everyone who works with our team has a positive experience. We invite anyone who has had contact with us to tell us about your experience.

We know there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again and learn from these experiences. We take complaints very seriously and treat them as an opportunity to develop.

This policy sets out how you can share feedback (section a) and how you can make a complaint (section b)

a) Feedback:

If you have a comment on how we could improve our work, then please let us know.

You can give us feedback in person, in writing, via e-mail or telephone. You can give your feedback to any team member, using the contact details below, or by emailing mex@global-dialogue.org

We will keep a record of all feedback received and this will be analysed and presented annually to the Board of Global Dialogue.

b) Complaints:

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 use any complaints as the opportunity to improve our work

On receiving your complaint we will:

- Listen and record your complaint
- Advise you how your concerns will be handled
- Investigate whenever necessary
- Take action to resolve the problem and tell you what that action is
- We'll take steps to avoid a repeat occurrence
- Treat you with understanding and respect. (We ask is that you do the same for our staff)
- Treat confidential information in relation to your complaint sensitively and in accordance to GDPR guidelines

We would appreciate your understanding that, with a small team and limited resources, we cannot always respond to your complaint immediately but we will endeavour to do so as soon as possible.

How to make a complaint:

Migration Exchange is a small programme team, and the complaints procedure is simple. We would hope that most problems can be resolved early on. There are 3 stages in our complaint procedure:

Stage 1. Talk to someone in the team who you have been dealing with. Raise your concern and see if it can be resolved informally.

Stage 2. If you still have concerns, ask to speak to someone more senior to see if a resolution can be reached. This is likely to be one of the MEX Co-directors or the Executive Director of Global Dialogue and their names and contact details are shared below.

Stage 3. If you still feel that your concern has not been resolved, then please submit your complaint in writing to Migration Exchange and this will be shared with the ED of Global Dialogue and with a trustee. Your complaint will be acknowledged within 5 working days, and a formal response will be normally be provided within 15 working days. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know. We would appreciate your understanding that, with a small team and limited resources, we cannot always respond as quickly as we would like.

If it is necessary for a more in-depth investigation to take place we aim to provide a full response within 20 working days. If there are exceptional circumstances and these time scales are not possible, we will inform you.

If you need help with writing down your complaint, please let a member of staff know and we will arrange for someone to contact you to help. All complaints and how we handle them are reported to the Executive Director and Trustees of Global Dialogue.

All complaints and how we handle them are recorded and reported annually to the Board of Global Dialogue.

Global Dialogue is a registered charity and regulated by the Charity Commission.

After making a complaint to Migration Exchange and/or Global Dialogue, if you feel the matter is not resolved, you can complain to the Charity Commission.

Please visit <https://www.gov.uk/complain-about-charity> for the Charity Commission.

Contact details:

Marchu Belete marchu@global-dialogue.org

Sarah Cutler sarah.cutler@global-dialogue.org

Esther Hughes esther@global-dialogue.org

Exclusions from this policy:

There may be rare occasions when we chose not to respond to a complaint at all.

These include:

- When a complaint is about something that MEX has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this.

- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- MEX cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

Review Next review date is April 2026.