



## Gift Refund Policy

Managed on behalf of Executive Director and Board by: Head of Resource Mobilisation

Approved by Board: 8 December 2018

Any request for refund of contributions already donated to ActionAid Australia (AAA) by a donor will be considered and determined on a case by case basis. Refunds will be returned to the bank account or credit card originally debited. If the payment was by cheque, a donor may request a refund payable by cheque or bank transfer.

When a request for a refund is received, an assessment of the reason given for the refund request will be undertaken by a member of the Supporter Services team.

The following reasons will be considered favourably, providing they can be verified:

- An error has been made by AAA;
- AAA has received a donor's details in error;
- A donor has previously requested that regular debits be cancelled, however the debits have continued. The refund will be to the maximum of the last debit amount unless a donor can provide proof of the original cancellation request;

The following reasons will usually be considered favourably:

- AAA may refund on grounds on financial hardship – however this will be to the maximum of the last debit amount.
- If a donor's banking details are fraudulently obtained and used, the donor should contact their bank or credit card company directly to notify them of the fraud in the first instance. AAA will receive a refund request from the bank. Donors should regularly check their bank and credit card statements to ensure there are no unauthorised transactions.

Where a situation does not fit into the above criteria the Individual Giving Manager will consult with the Head of Resource Mobilisation to resolve the matter.

In all instances AAA will not refund past the current tax year, unless there are special circumstances that are agreed with the Individual Giving Manager and/or the Head of Resource Mobilisation.

If a donor is not satisfied with the outcome of the decision to refund, a further request may be filed through our [Complaints Handling Procedures](#).

If it is agreed that a refund is to be made, a donor will be refunded within ten working days of the decision.