

# Fundraising Complaints Policy & Procedure

## 1 Introduction

### 1.1 Context & Purpose

Turning Tides is committed to delivering a high standard of fundraising activities. We are registered with the Fundraising Regulator and committed to dealing with all complaints seriously.

### 1.2 Scope

A fundraising complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Turning Tides' fundraising activities.

### 1.3 Related Documents

## 2 Principles

The purpose of our complaints handling procedure is to ensure that we:

- listen and are responsive to people who raise an issue with us
- respond swiftly and at a level close to the point of service delivery
- are fair and consistent, offering solutions and/or explanations
- offer complainants recourse to someone more senior/more independent if they wish ensure that staff who are mentioned in complaints receive support
- respect confidentiality
- record complaints consistently, and monitor what we record
- use complaints positively as an opportunity for learning and improvement.

In making a complaint we believe most people want:

- to be listened to;
- to have the problem accepted as important;
- to be offered a solution or explanation;
- to have their distress acknowledged;
- to be assured the same thing will not happen again.

It is therefore essential that people raising a complaint are involved in discussing their concerns and in finding solutions.

## 3 Policy

- To provide a fair fundraising complaints procedure which is clear and easy to use for anyone wishing to make a fundraising complaint;

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- To publicise the existence of our fundraising complaints procedure so that people know how to contact us to make a fundraising complaint;
- To make sure all fundraising complaints are investigated fairly and in a timely way;
- To make sure that fundraising complaints are, wherever possible, resolved and that relationships are repaired;
- To gather information which helps us to improve what we do.

#### **4 Procedure**

##### **How to Complain:**

##### **Stage 1 – PR & Fundraising Team**

You may send your complaint to us in any of the following ways:

**Phone:** PR & Fundraising Team on 01903 680740 Ext: 242

**Email:** fundraising@turning-tides.org.uk

**Write to:** PR & Fundraising Team

Turning Tides  
Worthing Town Hall  
Chapel Road  
Worthing  
West Sussex  
BN11 1HA

We will try to resolve the problem as quickly as possible. Whatever the complaint, you can expect us to respond within the following times:

- we aim to provide a full response within 7 working days;
- for more complex complaints, we will acknowledge them within 7 days and provide a full response within 14 working days.

Unfortunately, we are unable to accept complaints through message boards or Social Media.

Please include your name and relevant contact details in your email or letter so that we can get back in touch with you quickly and easily.

##### **Stage 2 –Fundraising Manager**

If for any reason we have not resolved the complaint to your satisfaction, please bring the matter to the attention of our Fundraising Manager by writing to them at the above address (Worthing Town Hall, Chapel Road, Worthing, West Sussex, BN11 1HA).

Please explain clearly why you feel that your complaint has not been properly resolved and the outcome and actions you would hope for.

The same response times will apply as at Stage 1.

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### Stage 3 – Senior Manager

If you are still not satisfied with our response, please contact the Head of Fundraising & Communications. The senior manager responsible for the review will write to you, clearly setting out the outcome of their review and the rationale for their decision.

An acknowledgement will be sent in writing (within 5 working days of receiving your response) and an expected timescale for the review to be carried out will be given. The review will be completed within 25 working days of receiving your response. If an extension is necessary we will inform you of the reason and provide you with an update.

### Stage 4 – Taking your complaint outside Turning Tides

In the event that you remain dissatisfied with the response you have received which is related to fundraising (only), you are entitled to take your concerns to the Fundraising Regulator.

The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, not least those who may be vulnerable, from unacceptable fundraising practices.

Turning Tides is a member of the Fundraising Regulator and we are committed to abide by any decision they reach on complaints which are escalated to them.

### Contact details:

The Fundraising Regulator  
2nd Floor  
CAN Mezzanine Building  
49-51 East Road  
London N1 6AH

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