FUNDRAISING COMPLAINTS

POLICY & PROCEDURE

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1. POLICY STATEMENT

Martlets Fundraising activities strive to always be legal, open, honest and respectful. This is demonstrated in our commitment to the Code of Fundraising Conduct as set out by the Fundraising Regulator, with whom we are registered.

Breaches of the code and any other fundraising complaints, verbal and written, are dealt with in a swift and effective manner, within set time limits and are carefully and thoroughly investigated. This ensures complete fairness for both staff/volunteers and complainant.

The intention behind the Complaints Procedure is that it is responsive and flexible and addresses the issues identified by the complainant.

Complaints are used to improve service levels, reduce incidents and to bring about learning, to improve overall quality of fundraising practice.

2. THE FUNDRAISING REGULATOR (FR)

Martlets Hospice is registered with the Fundraising Regulator (FR). Registration confirms our commitment to legal requirements and best practice recommendations in all our fundraising activities. The standards we meet in our fundraising are detailed in our Fundraising Promise and outlined in the Code of Fundraising Practice produced by the Fundraising Regulator.

3. THE FUNDRAISING PREFERENCE SERVICE (FPS)

The FPS has been established by the Regulator to enable individuals to opt out of receiving communications from charities. They can be contacted via their website www.fundraisingregulator.org.uk/the-fundraising-preference-service/for-public/ and by telephone on **0300 3033 517.**

In the first instance, individuals are encouraged to contact charities directly to stop communications. However, they may wish to use the FPS when:

- Direct communication between the donor and charity has become difficult or has broken down;
- Communications from charities are becoming stressful and uncomfortable;
- There is a need to efficiently deal with communications from multiple charitable organisations;
- There is a lack of clarity over how to stop communications from a particular charity;
- Uncertainty exists about whether consent to receive communications has been given or needs to be removed.

Martlets is registered with the FPS and will be notified by email if anyone has notified the FPS to opt out of communications from Martlets. We will action these requests as soon as possible and within 28 days as a maximum. Please note that individuals may still receive communications from us for up to 28 days after notifying us if planned mailing or telemarketing activity was in the pipeline. After 28 days such communications must cease.

If Martlets continues to send communications and the recipient wishes to make a complaint, they can contact the Fundraising Regulator using the Fundraising Regulator's Complaints Form.

The FR may also make a Section 11 request to the charity on an individual's behalf in accordance with the Data Protection Act 1998. This is a written notice with direct legal effect which charities must comply with (within a reasonable period) or they will be in breach of the Data Protection Act 1998.

4. THE FUNDRAISING PROMISE

Our Fundraising Promise is displayed in the Hospice lobby, in the Fundraising Office lobby, on our website (www.themartlets.org.uk) and on the FR website (www.fundraisingregulator.org.uk). In addition a copy can be obtained from any member of the Fundraising Team.

5. THE CODE OF FUNDRAISING PRACTICE

The codes can be found on the Fundraising Regulator website (www.fundraisingregulator.org.uk) or requested from any member of the Fundraising Team.

6. WHO CAN COMPLAIN?

We welcome complaints from anyone directly affected, or their representative, who feels that our fundraising activities have been in breach of the Fundraising Code or fall short of our Fundraising Promise.

7. WHO WILL HANDLE THE COMPLAINT?

We will attempt to resolve all complaints internally. All complaints will be handled amicably with honesty and integrity and they will be dealt with as quickly as possible. Unresolved complaints may be referred to the Fundraising Regulator for their consideration.

- ROLE OF MARTLETS IN HANDLING COMPLAINTS

The Director of Income Generation is the designated officer (Complaints Co-ordinator) for receiving and investigating all complaints concerning fundraising at the Martlets Hospice.

They can be contacted by telephone on 01273 718771, by email at sally.brighton@martlets.org.uk or by post at Director of Income Generation, Martlets Hospice Fundraising Office, Unit 5, Sussex House Business Park, 270 Old Shoreham Road, Hove, East Sussex, BN3 7DX.

- ROLE OF THE FR IN HANDLING COMPLAINTS

The FR will deal with all complaints that are concerned with a breach of the Code of Fundraising Practice or a breach of the Fundraising Promise provided that the complainant has first directed the complaint to the Hospice but is not satisfied with the answer received. Details of the complaints procedure can be found on the FR website (www.fundraisingregulator.org.uk).

In addition, the Martlets Hospice will provide an annual report to the FR detailing all complaints handled.

8. TIMESCALE

Complaints can only be considered if made within 12 weeks of the incident. Complaints lodged after 12 weeks will be acknowledged but the complainant will be notified that due to the lapse of time the complaint cannot be investigated.

All complaints will be acknowledged within 1 week of receipt of the complaint.
The complaint will be investigated and dealt with within 4 weeks.

9. COMPLAINTS MADE IN PERSON OR BY PHONE

If a complaint is made in person or by phone the Fundraising Complaints Co-ordinator will attempt to resolve the complaint there and then.

1. If the complaint is resolved during the initial conversation, this is the end of the process.
2. If the complainant is dissatisfied, the complainant's contact details will be taken and the complaint will be acknowledged in writing or by telephone within 1 week. The complainant will be given a summary of the conversation, copies of the fundraising complaints procedure and the fundraising promise and confirmation that the complaint will be dealt with within 4 weeks.

10. COMPLAINTS MADE IN WRITING BY POST, EMAIL OR VIA THE WEBSITE

The complaint will be acknowledged in writing by post, telephone or email within 1 week and the complaints co-ordinator will attempt to resolve the complaint immediately or else give confirmation that the complaint will be dealt with within 4 weeks. If appropriate the complainant will be given copies of the fundraising complaints procedure and the fundraising promise. It may be necessary to make contact within this period if further details or clarification is required.

11. COMPLAINT HANDLING PROCESS

1. The complaint will be acknowledged, as outlined above, within one week.
2. The Complaint Co-ordinator will make enquiries involving all relevant parties concerned with the complaint in order that all information is ascertained to be correct.
3. An Investigation will take place to gather evidence and to ascertain if any breach of the code of fundraising practice has occurred. This is normally conducted by the relevant Department Manager as nominated by the Complaint Co-ordinator.
4. All findings will be fully documented, including any communications with the complainant.
5. The Complaint Co-ordinator, or their nominated representative, will report back the findings to the complainant within 4 weeks of the complaint as outlined below:

    - If the complaint is justified, the complainant will be written to by post or email and an apology made. The letter/e mail will set out what action will be taken to improve future fundraising activities. Action will then be taken in order to prevent any recurrence of the problem.

    - If the complaint is not justified, the complainant will be written to or emailed in order to explain that complaints are taken very seriously, but that in this case fundraising practices do not need to be changed. A reason for this position will be given. It will be made clear that if the complainant is not happy with this response they can contact the Fundraising Regulator within 8 weeks of receiving the response.

6. In more complex or exceptional cases the Hospice may need more than 4 weeks to gather all the information needed to investigate the complaint. For example, if a key staff member is on annual leave or sick. If this happens the Hospice will contact the complainant in writing outlining the situation.

Martlets Fundraising Complaints Form

As an organisation, we are committed to upholding the highest standards in our fundraising activities. Our commitment is evidenced by our registration with the Fundraising Regulator (FR). If you feel that we could have done better, or have a specific complaint you wish to make about our fundraising please tell us so that we can make improvements. It would be best to raise the problem with a member of staff at the time it occurs, or to contact the Director of Income Generation in person, or by telephone, so that we can do everything possible to sort it out immediately. However, if you do not wish to do this, or you do not feel satisfied with the outcome, summarise the problem on this form, in a letter or by email, and send it to the Director of Income Generation. Your comments will be treated in strict confidence.

Name of Person Completing Form: ……

Address: ……

……

Telephone Number: ……..

E mail address……..

Description of the problem and date it occurred (please use extra paper if needed):

Complainant/Representative: …….. (print name)

Signature: …….. Date: ……..

Please return this form to the Director of Income Generation, Martlets Hospice Fundraising Office, Unit 5, Sussex House Business Park, 270 Old Shoreham Road, Hove, East Sussex, BN3 7DX. The Director of Income Generation will acknowledge its receipt within 5 working days and will respond fully within four weeks.