

SHARE Community Ltd.

Fundraising Complaints Procedure

Policy Prepared by: Gavin Fearnley

Effective from: 01 August 2007

Last reviewed: 21 April 2008

1 Background

1.1 Introduction

SHARE Community is a member of the **Fundraising Standards Board** (See 1.3). This membership entails our commitment to a high standard of service relating to how we fundraise and how we manage your complaints.

Our commitment to a high standard of fundraising is clarified through our *fundraising promise* (See 1.4). This promise is based upon the **Institute of Fundraising's Codes of Practice**.

1.2 Scope of the Policy

This policy is relevant solely to complaints related to fundraising, either directly through SHARE, through any partner agencies from whom we may contract fundraising services, or through any volunteers working on our behalf.

If your complaint relates to any other area of SHARE Community's work, for example service delivery, or recruitment, then please refer to our main Complaints Procedure and Grievance Policy which can be obtained through our HR department (contact: HR Administrator, SHARE Community Ltd, 64 Altenburg Gardens, London, SW11 1JL, Tel: 020 7801 9818, email: jobs@sharecommunity.org.uk)

1.3 What is the Fundraising Standards Board?

The Fundraising Standards Board is the self-regulatory body for fundraising in the UK which exists to deal with public complaints about fundraising activity and to help the public to 'Give with confidence' to charities.

They offer a complaints 'safety net', whereby members of the public can contact them if they are not satisfied with the charity's response to their complaint.

As a member of the Fundraising Standards Board, SHARE Community endeavours to adhere to the Institute of Fundraising's Codes of Fundraising Practice and the Fundraising Promise, which together represent the highest standards of good practice in fundraising (additional details are included on the next page).

The Fundraising Standards Board will investigate all complaints that are concerned with a breach of the Institute of Fundraising's Codes of Fundraising Practice, or a breach of the Fundraising Promise, provided that the complainant has first directed their complaint to the charity concerned, but is not satisfied with the answer received.

The Fundraising Standards Board **will not** deal with a complaint until it has been through our own complaints procedure. They will refer the complaint back to the charity to deal with.

They will only be able to uphold a complaint if it is about a breach of a 'must' or 'ought' regulation contained in the Institute's Codes, or a breach of the Fundraising Promise.

In particular, 'must' indicates a requirement that is mandatory by law and 'ought' indicates a requirement that is mandatory within the Institute of Fundraising's Codes of Fundraising Practice.

The Fundraising Standards Board will **NOT** deal with complaints that are not about good practice in fundraising. For instance:

- Complaints about the services a charity provides
- Administration and staff costs
- Administration or processing errors
- Retail issues

Further information about the Fundraising Standards Board is available from:

The Fundraising Standards Board
Hampton House
20 Albert Embankment
London SE1 7TJ

T: 0845 402 5442

W: www.frsb.org.uk

1.4 Our Fundraising Promise

"We are members of the Fundraising Standards Board self-regulatory scheme. The Fundraising Standards Board works to ensure that organisations raising money from the public do so honestly and properly. As members of the scheme, we follow the Institute of Fundraising's Codes of Fundraising Practice and comply with the key principles embodied in the Codes and in this Promise.

We Are Committed to High Standards

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds comply with the Codes and with this Promise
- We comply with the law including those that apply to data protection, health and safety and the environment

We Are Honest and Open

- We tell the truth and do not exaggerate
- We do what we say we are going to do
- We answer all reasonable questions about our fundraising activities and costs. Please contact us, visit our website or see our Annual Report if you require further details

We Are Clear

- We are clear about who we are, what we do and how your gift is used
- Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive
- We give a clear explanation of how you can make a gift and amend a regular commitment.

We Are Respectful

- We respect the rights, dignities and privacy of our supporters and beneficiaries
- We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision
- If you tell us that you don't want us to contact you in a particular way we will not do so.

We Are Fair and Reasonable

- We take care not to use any images or words that cause unjustifiable distress or offence
- We take care not to cause unreasonable nuisance or disruption.

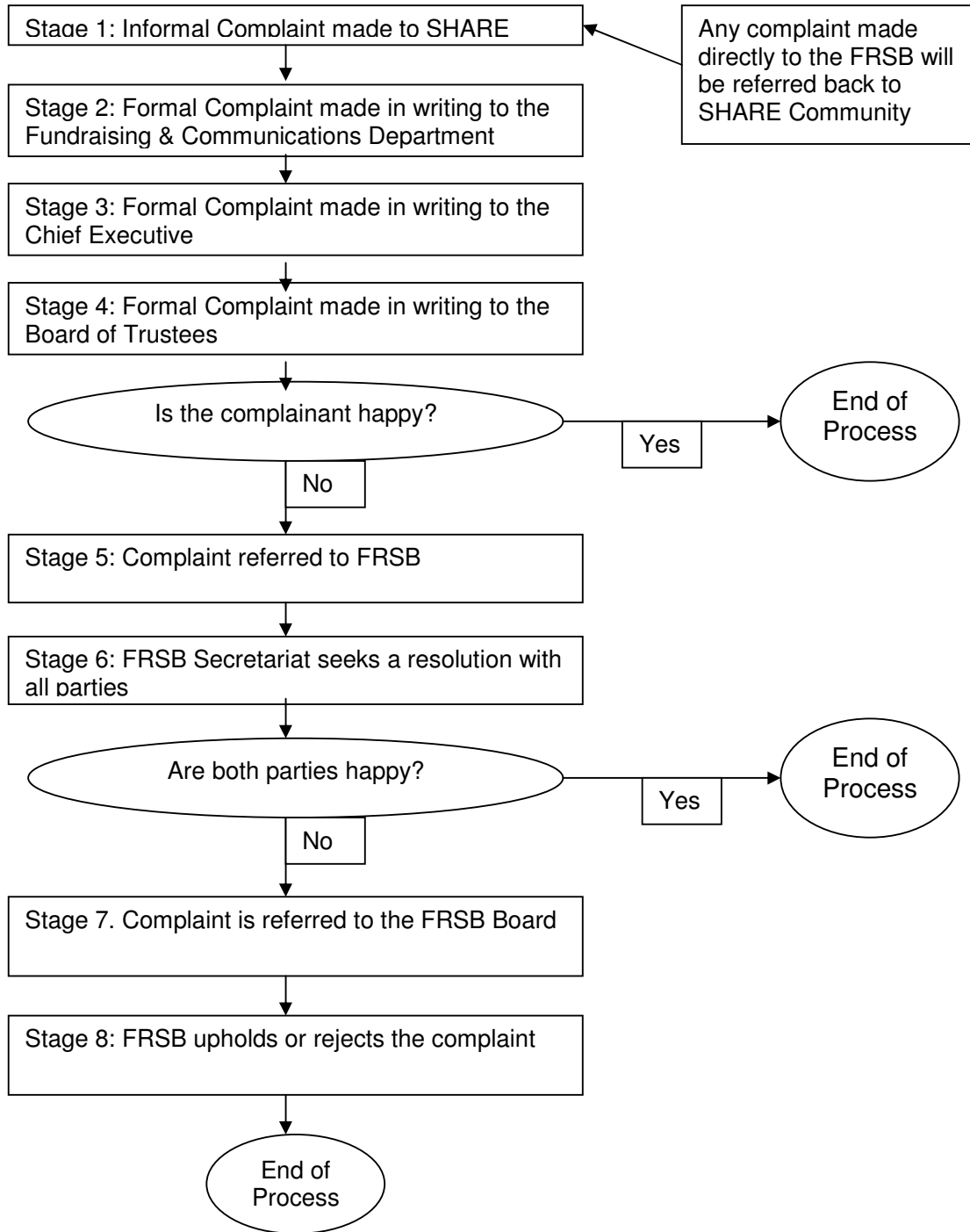
We Are Accountable

- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint
- We have a complaints procedure, a copy of which is available on request.
- If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication. "

2. Fundraising Complaints Policy

2.1 Summary

A summary of the procedure is included below for your reference:



2.2 Detailed Fundraising Complaints Policy

2.2.1 Stage 1: Informal Discussion

In the first instance we would hope to resolve any complaints through an informal discussion. Please contact the *Head of Fundraising and Communications*, or in their absence the *Marketing and Development Officer*, who, as **Complaints Coordinator**, will endeavor to resolve your complaint. They will keep a written record of your complaint, agreed action, and the outcome. They will also keep you informed of the progress of your complaint within an agreed timescale.

We will treat your complaint with respect, and look for a successful outcome in a prompt manner.

2.2.2 Stage 2: Formal Complaint

If the matter is not resolved to your satisfaction, or your complaint is very serious in nature, you may raise the matter, in writing, with the Head of Fundraising & Communication, who must meet with you and give a written response within 5 working days. You may be represented or accompanied at this meeting by an advocate of your choice. The meeting will be recorded and the notes agreed by all present. The Senior Management Team at SHARE Community will also be informed of your complaint.

2.2.3 Stage 3: Formal Complaint to the Chief Executive

If the matter is still not resolved to your satisfaction, you should put your grievance in writing to the Chief Executive. You will be entitled to have a meeting with the Chief Executive to discuss the matter. You may be accompanied by an advocate of your choice. The meeting will be recorded, with the notes agreed by all present. The Chief Executive will give their decision within 7 working days of the grievance being received.

2.2.4 Stages 4: Refer the complaint to SHARE Community's Board of Trustees

If you are not satisfied with the result at Stages 1-3 of this procedure, and you still believe that there has been an infringement of the Institute of Fundraising Codes of Practice or the Fundraising Promise, you can then refer your formal complaint to the Board of Trustees, who are responsible for the governance of SHARE Community. Your complaint will be addressed by trustee members of the Fundraising and Communications Sub-Committee, the Chair of which will arrange a meeting with you and your advocate within ten working days of receiving your complaint. The meeting will be recorded, with the notes agreed by all present. The Chair of the Fundraising and Communications Sub-committee will give their decision within 7 working days of the grievance being heard.

2.2.5 Stages 5/6: Refer the complaint to the Fundraising Standards Board

If you are not satisfied with the result at Stages 1-3 of this procedure, and you still believe that there has been an infringement of the Institute of Fundraising Codes of Practice or the Fundraising Promise, you can then refer your formal complaint to:

The Fundraising Standards Board
Hampton House
20 Albert Embankment
London
SE1 7TJ

Tel. 0845 402 5442

Fax: 0845 402 5443

Website: www.frsb.org.uk

You must refer your complaint to the Fundraising Standards Board within two months of receiving the response from SHARE Community.

Once the Fundraising Standards Board have received your complaint, they will contact SHARE to notify us and to gain background information about the complaint.

The Fundraising Standards Board will then investigate the complaint and seek to achieve a resolution with all parties concerned within 30 days.

2.2.5 Stages 6/7: The Fundraising Standards Board upholds or rejects a complaint

If you are still not satisfied, you can seek an adjudication by the Fundraising Standards Board. They will review the complaint and report their conclusion within 60 days.

The Fundraising Standards Board has the discretion to specify that either no further action is appropriate or to censure SHARE Community and prescribe more actions.

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2.3 Contact Details for Fundraising Complaints

Stages 1-2

Fundraising Complaints Co-ordinator

Head of Fundraising & Development *or* Marketing & Development Officer
SHARE Community Ltd
64 Altenburg Gardens
London, SW11 1JL

T: 020 7801 9813

E: fundraising@sharecommunity.org.uk

Minicom:

Stage 3/4

Chief Executive
SHARE Community Ltd
64 Altenburg Gardens
London, SW11 1JL

T: 020 7801 9818

E: anniem@sharecommunity.org.uk

Minicom:

Stages 5-8

The Fundraising Standards Board
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20 Albert Embankment
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