

Policy Title	Fundraising compliments & Complaints	Date Implemented or Date of Last Review	November 2020
CQC KLOE Reference	Well Led	Date of Next Review	November 2022

### Legal Reference

FRSB (Fundraising Standards Board): breaches of the Standards outlined in Institute of Fundraising's [Code of Practice](#)

IOF (Institute of Fundraising) [Code of Practice](#)

### Outcome Statement

#### Donors or Supporters:

- Are reassured that their comments and complaints are listened to and acted on effectively.

#### This is because we comply with the regulations and will:

- Ensure that we have systems in place to deal with comments and complaints, including providing supporters with information about that system.
- Support donors and supporters to make comments and complaints.
- Consider fully, respond appropriately and resolve, where possible, any comments and complaints.

### 1. Policy Statement

Our supporters and donors deserve the highest standards from us in everything we do.

If you ever have any concerns about the way we work, we'll take them seriously.

We're a member of the Fundraising Regulator and follow its strict Codes of Fundraising Practice. And we have also made our own pledge: to treat the public with respect, fairness, honesty and clarity.

## 2. Our fundraising promise to you

- We are committed to high standards
- We are honest and open
- We are clear
- We are respectful
- We are fair and reasonable
- We are accountable

So, if you are ever unhappy with anything we've done whilst fundraising – please tell us. We'll do our very best to investigate your complaint and resolve it swiftly.

## 3. Our complaints procedure

We have a dedicated procedure for responding to any complaints about our fundraising. We'll acknowledge all complaints (if made in writing) within two working days and give a more detailed response (if needed) within 28 working days.

We're usually able to resolve any concerns. But if you're not entirely happy with the way we've handled yours, you can make a further complaint to the **Fundraising Standards Board**.

We value your feedback and take every comment seriously. The better we serve you, our supporters, the greater opportunities we can provide for the people we care for.

## 4. Aim

Our aim at The Bevern Trust is to ensure that its complaints procedure is properly and effectively implemented, and that supporters and donors feel confident that their complaints and comments are listened to and acted upon promptly and fairly.

The named complaints manager with responsibility for following through complaints for Fundraising is:

Alice Fry, Operations Manager  
The Bevern Trust  
The Willows  
Barcombe  
BN8 5FJ

## 5. Written Complaints (Internal Process)

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints log and send an acknowledgment letter within two working days. The complaints manager will be the named person who deals with the complaint throughout the process.
- Immediately on receipt of the complaint The Bevern Trust should launch an investigation and within 28 days the Trust should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.
- The outcomes of the investigation and the meeting should be recorded in the complaints log and any shortcomings in The Bevern Trust's procedures should be identified, documented and acted upon.
- The Bevern Trust should discuss complaints and their outcome at a formal Senior Management meeting.