The Bevern Trust

Bevern View
The Willows, Barcombe
Lewes, East Sussex BN8 5FJ
T: 01273 400752 F: 01273 400586

Policy Title	Fundraising compliments & complaints	Date Implemented or Date of Last Review	December 2026
CQC KLOE Reference	Well Led	Date of Next Review	December 2028

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.

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 are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We also make our own pledge to treat the public with respect, fairness, honesty and clarity.

Our fundraising promise to you

We are committed to high standards; we are clear, honest and open; we are respectful; we are fair and reasonable; and we are accountable and responsible.

So, if you are ever unhappy with anything we've done whilst fundraising – please tell us. We'll

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do our very best to investigate your complaint and resolve it swiftly.

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 concerns through our internal complaints process. If you remain unhappy with our final response to a complaint about fundraising, you can refer the matter to the Fundraising Regulator. Information about its remit and how to submit a complaint is available on the Fundraising Regulator's website.

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.

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.
For the purposes of this policy, a complaint is an expression of dissatisfaction, however made, about our fundraising activity, the conduct of anyone fundraising on our behalf, or a failure to act. If it is unclear whether feedback is a concern or a complaint, we will treat it as a complaint.

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

Written Complaints (Internal Process)

Complaints may be made in writing, by email, by telephone or in person. We will make reasonable adjustments and provide appropriate support where a person would otherwise have difficulty making a complaint. A complaint does not need to use the word "complaint" to be considered under this procedure.

- When a complaint is received, it should be passed promptly to the named complaints manager, recorded in the complaints log and acknowledged within two working days where contact details are available. The acknowledgement should explain who will deal

with the complaint, the next steps and the expected response time. The named complaints manager will act as the complainant's point of contact throughout the process.

- The Bevern Trust should begin a fair and proportionate investigation promptly after receiving the complaint. The investigator should consider the relevant evidence and give everyone directly involved a reasonable opportunity to provide information. The Trust should aim to provide a clear written outcome within 28 days, explaining the decision, the reasons for it, any action to be taken and how the complainant may escalate the matter if they remain dissatisfied.

- If the investigation cannot be completed within 28 days, the complaints manager should contact the complainant before that deadline, explain the reason for the delay, describe the work still outstanding and provide a revised response date. The complainant should receive further updates if that date changes.

- 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 Strategic meeting.