

Surrey Wildlife Trust Fundraising Complaints Procedure

On receipt of a Fundraising/Membership complaint the following procedure should be implemented.

1. The Fundraising Complaints Co-ordinator will log the complaint by completing the complaints log spreadsheet stored in *M:Kati/My Documents/Fundraising Complaints/Fundraising Complaints Record*. Once this log is completed, the page will be printed and put in the Fundraising Complaints file with a copy of the complaint and any other relevant documentation such as details of the code it is alleged has been breached.
2. The Fundraising Complaints Co-ordinator will then pass the complaint to the relevant member of staff, if not already in his/her possession. If the relevant member of staff is unavailable within the following 7 days the complaint must be passed to an appropriate member of staff who can cover in their absence. The correspondence must be highlighted as a complaint requiring urgent attention.
3. The relevant member of staff must send an acknowledgement of receipt of the complaint to the complainant, stating that their complaint will be investigated and responded to within 3 months of the incident's occurrence. A copy of the Fundraising Code of Practice and this complaints procedure are to be included with the acknowledgement. All correspondence is to be logged in the contact history of the contacts database record of the complainant.
4. Once the complaint has been satisfactorily investigated a response of the findings and conclusions will be sent to the complainant by the relevant member of staff. In addition the complainant must be given the opportunity to refer the complaint to the Fundraising Standards Board (FRSB) within 2 months of receipt of the response if they are dissatisfied with the outcome of the investigation.
5. The Fundraising Complaints Co-ordinator will file copies of the response in the Fundraising complaints file and close the record in the complaints log database.
6. The Fundraising Complaints Co-ordinator must monitor complaints investigations outstanding on a monthly basis.
7. A brief report about the number and nature of any fundraising complaints and the extent to which we have been able to resolve them amicably must be included in the Annual Report and returned to the Fundraising Standards Board annually.

Complaints Referred to FRSB

The FRSB secretariat will investigate the complaint and report their decision within 60 days of receiving it. If the complainant is still dissatisfied, the complaint will be referred to the FRSB board. They will review the complaint and report their conclusion within 60 days of it being referred to them.

If the complaint is upheld by the FRSB they have the discretion to specify either no further action is appropriate or censure the Trust and prescribe one or more of the following sanctions:

1. Apologise to the complainant.
2. Provide additional training for the fundraiser whose conduct was the subject of the complaint.
3. Desist from using the fundraising method or the conduct that was the subject of the complaint.
4. Withdraw/reprint any fundraising materials that were the subject of the complaint.
5. Withdraw FRSB membership in the most serious of cases.

SWT Fundraising Complaints Co-ordinator Kati Reeve.