



## Reach Learning Disability

### Fundraising Complaints Policy & Procedure

#### Policy

Our supporters matter to us and we take complaints about fundraising seriously. We are committed to fundraising in a way that is legal, open, honest and respectful and will aim to resolve any complaints in a timely manner. We are always keen to hear what is working well and we value all feedback.

We respect confidentiality and comply with The Fundraising Code of Practice, the General Data Protection Regulation (GDPR), and all other relevant legislations and regulations.

We pay the annual Fundraising Levy as required by the Fundraising Regulator and are signed up to the Fundraising Promise – you can read about the Fundraising Promise at [www.fundraisingregulator.org.uk/code/fundraising-promise](http://www.fundraisingregulator.org.uk/code/fundraising-promise)

We aim to provide a consistent and fair fundraising complaints process that:

- Is easy to access
- Is supportive, open and transparent
- Ensures all complaints are listened to respectfully and are dealt with in a timely and appropriate manner
- Ensures a speedy and fair resolution
- Ensures that complaints are investigated promptly and proportionately and that apologies are given and fundraising practices are improved where necessary
- Is open and transparent to all our supporters, beneficiaries, suppliers, partners, other stakeholders, volunteers and staff
- Values feedback and ensures compliments and criticisms are responded to appropriately
- Enables facts to be established
- Is not adversarial and upholds the principles of fairness and consistency
- Uses the finding of the complaint process to improve our fundraising practice
- Anyone making a complaint should be reassured that making a complaint will not affect their eligibility for, or the nature of, current or future treatment by Reach Learning Disability
- Where an apology is required it will be offered openly and positively and given at the earliest opportunity
- All managers will have received the appropriate complaints training
- Whoever has made the complaint will receive a response at the conclusion of the process

**Activities covered by our Fundraising Complaints Policy include:**

- The raising of voluntary income in the form of donations, grants, income from community fundraising and events, sale of goods at fundraising events, appeals to individuals and organisations, legacy gifts and in memoriam gifts
- Stewardship of grants and relationships with supporters
- The staging of events, collections, performances or other activities related to the raising of voluntary income run by Reach staff, volunteers or other third parties on our behalf
- The sale of donated goods, tickets or items which are part of fundraising activity
- Communications with existing and prospective supporters whether by means of an appeal or any other marketing relating to raising of voluntary income, request for any kind of support and/or participation in related activities
- Information contained in our online or hard copy materials relating to fundraising
- Voluntary income generation activities undertaken with or by third parties including but not exclusively, volunteers, partner organisations, funders, and commercial participators
- The storage, management and processing of data related to a named individual whether as a private individual or representatives of organisations.

**Our Fundraising Complaints Policy does not cover:**

- Activities related to the delivery of services, courses and social activities to people with learning disabilities or unpaid carers. These activities remain within the control of our day service or care support.
- Training activities delivered to volunteers, staff and professionals from other organisations.
- Activities related to the sale of goods or services via our social enterprises including, but not exclusively, Reach Learning Disability Care CIC, Reach Café CIC, our Flower Pod social enterprise or other social enterprise that we may establish in the future. For complaints relating to our social enterprises please contact our Administrator at our Head Office on 01636 819066 in the first instance. We recognise that there may be 'grey areas' where fundraising has taken place at a social enterprise. In this situation please contact the Fundraising Director and s/he will identify which complaints route should be followed and will provide information to the complainant as to the next steps.
- Activities relating to a contract or service level agreement with a third-party organisation concerning the delivery of services, courses, social activities to people with learning disabilities and/or other parties.

**Review and Approval Process:**

This policy will be updated annually and approved by the Board in July of each year unless changes are brought out by any other authorities at a different time.

<b>Fundraising Complaints Policy reviewed and approved:</b>	
<b>Signature (Chief Executive):</b>	
<b>Date:</b>	<b>22<sup>nd</sup> April 2020</b>



## **Reach Learning Disability Fundraising Complaints Procedure**

Complaints must be made within six months of the event to ensure that proper investigations can be carried out.

A complaint is defined as an expression of dissatisfaction (written or verbal) about a function, decision or service commissioned or delivered by Reach Learning Disability.

Any person or group can make a complaint.

If it is possible to resolve the matter immediately, there is no need to engage the complaints procedure, however a record will be kept on file.

### **How to complain**

#### **Step one**

You may send your complaint to us in any of the following ways:

**Phone: 01636 819066** and ask to speak to the Fundraising Director.

**Email** the Fundraising Director on [Julia.sandhu@reachuk.org](mailto:Julia.sandhu@reachuk.org)

**Post:** Julia Sandhu, Fundraising Director, Reach Learning Disability, Prebend Passage, Southwell, NG25 0LA

Complaints related to fundraising will normally initially be dealt with by the Fundraising Director. Where it is not acceptable for the Fundraising Director to handle the complaint eg because s/he could be personally involved, the matter will be taken to the Chief Executive. In the absence of the Chief Executive the matter will go to a member of the Senior Management Team.

**Our aim is to ensure every complaint is acknowledged within 10 working days.**

#### **Step Two**

We will respond to your complaint. Your complaint will be fully investigated by our Fundraising Director, Chief Executive or other nominated Senior Manager within 20 working days starting from the date when the complaint was received. If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected (within a further 10 working days).

### **Step 3**

If you are unhappy with our response, please let us know and this will be looked into by our Chief Executive or a named Trustee. The person responsible for this review will write to you clearly setting out the outcome of their review and the reason for their decision. Where the Chief Executive was involved in the complaint the matter will go to the Chair of Trustees.

An acknowledgement will be sent in writing (within 10 working days of receiving your response) and an expected timescale for the review to be carried out will be given.

The review will be completed within 25 working days of receiving your response. If an extension is necessary we will inform you of the reason and provide you with an update

### **Step 4**

#### **Taking your complaint outside of Reach Learning Disability**

If you are still unhappy with the response you have received, you are entitled to take your complaint to the Fundraising Regulator. Please go to their webpage at [www.fundraisingregulator.org.uk/complaints/make-complaint](http://www.fundraisingregulator.org.uk/complaints/make-complaint) where you can make a complaint by filling in their web form or if you're unable to make a complaint in writing, you can also contact them on 0300 999 3407. Complaints regarding personal data can be made to the Information Commissioner at <https://ico.org.uk/make-a-complaint/>.

#### **Recording of Complaints**

- All correspondence and notes relating to the complaint will be stored in a locked cabinet or password protected electronic file/record and retained for 7 years from the completion of the process.

#### **Contact Details:**

**Telephone:** 01636 819066

**Postal address:** Reach Southwell, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH

Our privacy notices for donors and supporters can be found on our website at [www.reachuk.org.uk](http://www.reachuk.org.uk)

Revised: January 2020