

## **Policy Statement**

Complaints are used to improve services, reduce incidents and improve overall quality.

Complaints against the fundraising department, whether they are verbal or written, are dealt with in a swift, effective and professional manner, to ensure complete fairness for both the fundraising staff and the complainant.

In addition to the Hospice Complaints Procedure, the fundraising department have created this policy, since becoming a member of the Fundraising Standards Board (FRSB), which now serves as a new governing body in relation to complaints made against the department.

The complaints procedure is to be responsive and flexible to address the issues identified by the complainant and in accordance with the codes as promoted by the FRSB.

## **Responsibility/Accountability**

1. Chairman
2. Director of Fundraising (nominated complaints co-ordinator)

## **Policy Monitoring and Review**

Whenever the FRSB make changes to their procedure, we will review and amend ours accordingly.

Within the annual report that is issued to the Health Care Commission and the Hospice Council of Management, we will include:

- Details of complaints received
- Action taken and extent

We will also file an annual return to the FRSB about the number and nature of any fundraising complaints and the extent to which they have been resolved amicably.

Similarly, these details will also be circulated on a quarterly basis to the Service Governance Board.

## **Complaints Process**

### **1. Our Obligations**

- Advertise on our fundraising materials that we have a complaints procedure wherever possible.
- State our procedure in writing and/or on our website and clearly identify who our complaints co-ordinator is.
- Endeavour to resolve fundraising/trading complaints as promptly and as amicably as possible.
- Keep a record of all complaints.
- Complete and file with the FRSB an annual return about the number and nature of fundraising complaints received within the period covered by the return.

## **2. Our process**

- Clearly promote how a complaint can be made
- Any member of the public enquiring about how to make a complaint about our fundraising practices, must be provided with a copy of our procedure and our Fundraising Promise, or if they have access to the internet, details of our website within 14 days.
- Clearly identify who our complaints co-ordinator is with relevant contact details (Director of Fundraising)
- Any complaint must be acknowledged by the complaints co-ordinator within 14 days.
- The complainant must be advised of the outcome of the investigation within 30 days of receipt of the complaint. In addition we are required to give them the opportunity to refer the complaint to the FRSB within 2 months of our response if they are dissatisfied with the outcome of our investigation.
- The complaints co-ordinator must keep a record of all complaints received, which should include:
  - i. A copy of the complaint
  - ii. Details of the code that is alleged to have been breached
  - iii. The date on which the complaint was received
  - iv. A copy of communication to the donor acknowledging the complaint
  - v. Details of investigation undertaken into the complaint
  - vi. A copy of communication to the donor explaining the outcome of the investigation and details of the FRSB should the complainant still be dissatisfied

The Complaint Form, as provided by the FRSB, should be used to log all these details.

## **3. FRSB Process**

The FRSB 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 the complaint to the charity concerned but is not satisfied with the answer received.

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 complaints

If a complaint is referred to the FRSB, the FRSB staff will investigate the complaint and seek resolution with all parties concerned within 30 days.

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 a complaint is upheld by the FRSB, they will have the discretion to specify either that no further action is appropriate or to ensure that we prescribe one of the following sanctions:

- Apologise to the complainant

- Provide additional training for the fundraiser whose conduct was the subject of the complaint
- Desist from using the fundraising method or the conduct that was the subject of the complaint
- Withdraw/reprint any fundraising materials that were the subject of the complaint
- In only the most serious cases, withdraw membership from the FRSB scheme.

## HOW DOES THE COMPLAINTS PROCESS WORK?

