**Fundraising Complaints Procedure**

Support After Rape & Sexual Violence Leeds (SARSVL) is committed to undertaking fundraising activities in line with the Fundraising Regulator’s Promise to be legal, open, honest and respectful with regard to all our fundraising activities.

We acknowledge, however, that there will be occasions when people might not be happy with some aspect of fundraising.

This policy is intended to make it easier for you to tell us when you are dissatisfied with the fundraising activity SARSVL undertakes.

All complaints will be taken seriously and we aim to treat you with respect and consideration throughout the complaints process.

Please note that if your concerns relate to any of the following listed below, you should contact the Charity Commission England & Wales using their on-line form: <http://forms.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity/>, or by writing to them at Charity Commission, PO Box 211, Bootle, L20 7YZ :

* Dishonest handling of funds
* Misapplication of charitable funds
* Actions that threaten to bring SARSVL into disrepute
* Actions that contravene the charity laws governing SARSVL

The complaints process is a four-stage process and we will work to resolve the complaint as effectively and efficiently as possible at each stage. The stages are summarised below:

1. Contact SARSVL office with a complaint
2. If you are not satisfied with the outcome, you can raise a complaint with our Board of Trustees
3. If this hasn’t resolved the issue you can raise a further complaint with the Fundraising Regulator
4. The last stage, if previous stages haven’t been successful in resolving a complaint, is to raise a complaint with the Board of Directors of the Fundraising Regulator.

**Stage 1**

Where your concerns relate to fundraising you should initially contact SARSVL office in writing:

* by letter to the Communications Coordinator,

PO Box 827, Leeds, LS1 9PN

and/or

* by email to the Communications Coordinator, [feedback@sarsvl.org.uk](mailto:feedback@sarsvl.org.uk)

A written complaint will be acknowledged within 5 working days of receipt.

The person dealing with the complaint will seek to resolve it within 10 working days.

**Stage 2**

If you are not satisfied with the initial response, you should raise the matter in writing with the Company Secretary. It should be noted that the Company Secretary will not have been present in any initial meetings that relate to a fundraising complaint under Stage 1 of this procedure.

An acknowledgment will be sent within 5 working days of receipt. The trustee will, in consultation with no less than 2 other trustees, investigate the circumstances leading to the complaint and respond as appropriate within 10 working days.

**Stage 3**

If you are not satisfied with the response from the Trustees and their actions do not meet your concerns, the Fundraising Regulator will investigate your complaint and report their findings to you within 30 days.

Contact details for the Fundraising Regulator:

Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH.

Telephone: 0330 999 3407

<https://www.fundraisingregulator.org.uk>

**Stage 4**

If you are still dissatisfied, you can ask the Board of Directors of the Fundraising Regulator to look again at your complaint. Their decision will be made within 60 days and will be final. SARSVL agrees to abide by the decisions made by the Fundraising Regulator.

SARSVL will ensure that learnings from any complaints are acted upon, feeding into the relevant SARSVL sub group and Trustee meetings, to enable us to improve our fundraising procedures and activities going forward.