|  |  |  |  |
| --- | --- | --- | --- |
| Author: | Helen Hawney | | |
| Date Created: | 19 June 2017 | Version: | 2 |
| Date Ratified: | 25/06/19 | Date of next Review: | June 2021 |

**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.

The first route to make a complaint, normally, is to contact us directly. For guidance on when and the most appropriate sources to make serious allegations of the nature listed below, please visit <https://www.gov.uk/complain-about-charity>.

The complaints process for complaints made directly to us hasfour-stages. We will work to resolve the complaint as effectively and efficiently as possible at each stage we are involved. 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 or Charities Commission, depending on the allegation.
4. When complaints are made to the Charities Commission or the Fundraising Regulator and the complainant is unhappy with the outcome, there is the option to progress to a fourth and final stage, information for which will be provided by the organisation you have made a complaint to.

**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, you will need to take the complaint further to either the Charities Commission or the Fundraising Regulator. You will be informed at Stage Two the organisation that is the most relevant for the nature of the complaint, and information on their contact details.

For more information on raising complaints at Stage 3 of our process, or making a complaint directly to an independent regulatory body, please visit <https://www.gov.uk/complain-about-charity>.

**Stage 4**

If you are dissatisfied with the outcome from the Charities Commission or Fundraising Regulator, you can appeal the decision. Information on this will be provided to you by the independent regulatory body. SARSVL agrees to abide by the decisions made by the Fundraising Regulator and Charities Commission.

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.