

## Fundraising Comments and Complaints Policy

### Introduction

We are grateful to every single person and organisation that chooses to support Become and the care-experienced young people we work with. It's because of you that we are here. That's why getting our fundraising activities right is so important to us. Whether you have a comment or a complaint, we welcome your views.

### Who is this policy for?

This policy is for individuals and organisations who would like to share their views on our fundraising activities. This includes (but is not limited to) donors, event participants and appeal recipients.

This policy doesn't apply to Become team members, people who wish to comment on our services or volunteers. Please refer to our general [complaints procedure](#) or internal policies if you fall into those categories.

### Comments

If you have had a great experience that you would like comment on that's enormously helpful. Not only is it a boost for morale, commenting on a positive fundraising experience is an invaluable learning tool which helps us to:

- Understand what we are doing well.
- Share feedback with the team and any young people involved in the fundraising activity.
- Plan future activities with confidence.
- Track perceived quality of our work.
- Know if different messages, stories or experiences are received as hoped.

We will record and monitor comments. Aggregated and anonymised comments will be reported on internally.

## Complaints

As a charity that values learning, we recognise that we may not always get things right. If this happens, you deserve a straightforward and satisfactory way to complain about your fundraising experience.

We will record and report on fundraising complaints including to our Board of Trustees and in our published annual report & accounts.

We know that complaining can sometimes be an uncomfortable experience, so we endeavour to provide the following measures to ease the experience for you:

- Limit who can see your personal data as it relates to the complaint.
- Respond to your complaint within four weeks of receipt.
- Give you a named contact.

As a guide, we will treat the following issues as complaints. Please note this is not an exhaustive list:

- Inappropriate/improper fundraising methods.
- Professional incompetence/misconduct.
- Become being used for significant private advantage.
- Non-compliance with Become's own policies.
- Criminality or non-compliance with relevant laws and regulations.

Under some circumstances we may not be able to respond to a complaint, including where:

- You have not identified yourself or provided your contact details.
- Your complaint is not about Become.
- Your complaint has been sent to us and other organisations as part of a bulk mailing or email.

## Contact Details for comments and complaints

Email	<a href="mailto:fundraising@becomecharity.org.uk">fundraising@becomecharity.org.uk</a>
In writing	Supporter Care Become 15-18 White Lion Street London N1 9PG

## Complaints process

- We will acknowledge complaints sent via the above channels within five working days.
- In that acknowledgement, we will outline the process we'll follow to investigate your complaint.
- We will aim to provide a full response within 20 working days.
- If we are unable to respond within 20 working days, we will advise you of when you can expect to receive a response.
- When we provide a full response to your complaint, you will be given the opportunity to appeal the outcome.

### Appealing our response to a complaint

Please follow these steps to appeal an outcome of a complaint:

- Submit an appeal in writing using the above contact details within 15 working days from the date of our complaint response.
- Provide information pertaining to the complaint that you have not previously submitted.
- Outline if/where we have failed to fully consider the information you previously submitted.
- We will acknowledge appeals within five working days of receipt.
- We will aim to provide a full response to your appeal within 15 working days.

Our response to an appeal will be final and there will be no further redress within Become. If you are still unhappy with our response at this point, there are external organisations to whom you may refer.

## Taking your complaint to external organisations

We hope that we're able to satisfy any complaints but in the event that this is not possible, you are entitled to raise your concerns with bodies including:

[The Charity Commission \(England & Wales\)](#)

[The Fundraising Regulator](#)

[The Advertising Standards Authority](#)

[The Information Commissioner's Office](#)

**Policy Review date: September 2024**