

Fundraising Complaints Procedure

We welcome all comments and feedback about the way we work. If you have a complaint or problem about us, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

The aim of this procedure is to provide an efficient and robust fundraising complaints process in line with our Corporate Complaints process and the Fundraising Standards Board (FRSB).

Action for Children is committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience for a customer or service user into a positive one, as well as an opportunity to learn and to improve.

The context for our complaints procedures is effective customer care, with service standards and service level agreements where appropriate, and with regular dialogue and review with customers of the service provided.

The purpose of our complaints handling procedures is to ensure that we:

- listen and are responsive to people who raise an issue with us
- respond swiftly and at a level close to the point of service delivery
- are fair and consistent
- offer solutions and/or explanations
- offer complainants recourse to someone more senior/more independent if they wish
- ensure that staff who are mentioned in complaints receive support
- respect confidentiality
- record complaints consistently, and monitor what we record
- use complaints positively as an opportunity for learning and improvement.

In making a complaint we believe most people want:

- to be listened to;
- to have the problem accepted as important;
- to be offered a solution or explanation;
- to have their distress acknowledged and
- to be assured the same thing will not happen again.
- it is therefore essential that people raising a complaint are involved in discussing their concerns and in finding solutions.

as long as it takes

How to Complain

Step 1 – Tell Us

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

- **Phone:** 0800 328 7822 (calls are free from a UK landline)
- **Email:** ask.us@actionforchildren.org.uk
- **Post:** Action for Children, 3 The Boulevard, Ascot Road, Watford WD18 8AG

Our aim is to ensure every complaint is acknowledged within 5 working days.

Step 2 – We will respond to your complaint

Your complaint will be fully investigated by a member of our Supporter Care team.

The outcome of our investigation will be provided within 10 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're not happy with our response

If you are still not satisfied with our response, please let us know and this will be looked into by a senior manager. The senior manager responsible for the review will write to you clearly setting out the outcome of their review and the rationale for their decision.

An acknowledgement will be sent in writing (within 5 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 Action for Children

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to the [Fundraising Standards Board](http://www.frsb.org.uk/) (<http://www.frsb.org.uk/>).

The FRSB is the independent self-regulatory body for UK fundraising. They work with charities, suppliers and the wider charity sector to encourage commitment to and compliance with best practice in fundraising. They do this to help encourage the public to give with confidence to charity. They also listen to and help resolve complaints from the public about members of the Fundraising Standards Board.

Action for Children is a member of the Fundraising Standards Board and we are therefore committed to abide by any decision they reach on complaints which are escalated to them.

[Fundraising Standard Board Contact Details](http://www.frsb.org.uk/english/give-with-confidence/contact-us-gwc/)

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Fundraising Complaints Procedure Flowchart

Step 1

Tell us about your complaint – either via Phone through our Supporter Care team, Email or Post. Your complaint will be looked at by our Complaints Co-ordinator

Step 2 – We'll look into your complaint and respond to it within 10 working days max (exceptionally may be extended to 20 working days). We will write to you with our conclusions.

If you're satisfied, we'll record your complaint and make sure we learn from it

Step 3 – if you're still unhappy tell us **within 20 working days** of receiving our written response. Your complaint will be reviewed by a **Senior Manager**.

We will aim to complete any investigation or review **within 25 working days** of its start date.

The Senior Manager will advise you of any further steps that you can take.

Step 4 - If you're still not satisfied

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to the **Fundraising Standards Board** They will provide a final response **within 30 days**.