

## **Fundraising complaints policy**

### **Introduction**

We (Lifebox Foundation) are committed to being open and honest in all our dealings with our donors and customers. Sometimes, however, even we can get it wrong and it is important that those who give us support in any way have access to a accredited means of making complaint and that this can be, if necessary, examined by an outside agency. In this case the investigation and resolution of complaints which cannot be settled at a local level will be carried out by the Fundraising Regulator (the Regulator).

The Fundraising Regulator is the body that enforces (and where appropriate) revises the Code of Fundraising Practice (the Code) across the UK. The Regulator makes rulings under the Code in response to complaints about fundraising practice. The Code applies to all fundraising carried out by charities and other organisations with a social purpose (fundraising organisations)

### **1. Complaints made by telephone**

We will gather the facts using open questions. At the end of the call we will summarise the call to confirm that we have understood the situation. If we are knowledgeable about the area of the complaint, we will then try to resolve the complaint over the phone. If you are satisfied with our action that is the end of the action and we note the complaint in the report which is submitted annually to the Regulator.

If you are not satisfied then we will proceed as detailed in the section 6 below.

In any case we will take your contact details and acknowledge the complaint in writing within 14 days including a summary of your telephone conversation and confirmation that the complaint will be dealt with within 30 days.

### **2. Complaints made in writing by post or email**

We will acknowledge the complaint in writing within 14 days, confirming that we will seek to resolve the complaint within four weeks. At this stage further contact with you will only be made where we have insufficient details to take the complaint forward.

### **3. Our procedures**

We will establish the area of our operation the complaint involves. Having first consulted with relevant staff, we will make contact with a designated Trustee or other appropriate person to inform them of the situation and gather any relevant information regarding the materials and/or circumstances of the case. If a third party is involved (for example a supplier) we will also speak to them to gather any information about the circumstances of the complaint. We will take care to

record all the important points and file these with the case. Having gathered all the relevant information, we will meet with the Trustee and the staff concerned, we will include suppliers, if they have been implicated. The assessment meeting should set out the nature of the complaint and determine what action needs to be taken. If the complaint is about fundraising then we will make a note on whether it is about an alleged breach of the Institute of Fundraising's Codes of Fundraising Practice and/or the Fundraising Promise. The Regulator will need this information if the complaint is referred to them.

The outcome of the meeting will typically produce one of two options:

- ***The complaint is justified.*** We will then write to you to apologise and let you know that the complaint has been used to improve on our future fundraising activities and how this will be done. We will also instigate action to prevent any recurrence of the problem.
- ***The complaint is not justified.*** We will write to you to explain that we will not be changing our fundraising practices and give clear reason(s) for our position. We will always take complaints very seriously and assure you the investigation will be as thorough as possible. Accurate records will be kept of all the investigations which have carried out.

#### **4. Extension of information gathering period**

In exceptional circumstances, we may need more time than four weeks to gather all the information (for example, if a key member of staff is on annual leave or sick). If this happens, we will contact you in writing with a copy to the Regulator outlining the situation.

#### **5. In the event that the complaint is not resolved to your satisfaction**

In the event that you are not happy with our response, you should contact the Regulator within 2 months of receiving our response by completing its [online complaints form](#). We in turn will ensure that all correspondence is on file and that this can be made available to the Regulator if the complaint is pursued further. There is no process to appeal the Regulator's decision, however, parties to a complaint may request a review. Information about this is available from the Regulator's [website](#).

#### **6. Contact details**

##### **Lifebox Foundation**

21 Portland Place  
London W1B 1PY  
Tel 0203 286 0402  
Email: [info@lifebox.org](mailto:info@lifebox.org)

##### **The Fundraising Regulator**

2nd floor, CAN Mezzanine Building  
49-51 East Road, London N1 6AH  
Tel 0300 999 3407  
Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)