

sunfield
CHILDREN AT THE HEART OF EVERYTHING WE DO



Sunfield's Fundraising Complaints Policy

(Sunfield is a member of the Fundraising Standards Board)



FundRaising
Standards Board

give with confidence

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GUIDELINES RELATING TO SUNFIELD'S FUNDRAISING WORRIES & COMPLAINT PROCEDURE

Sunfield has an open access policy and regards the implementation of its complaints procedure as a means to improving all its services to pupils, families, staff and supporters. We will not always get everything right, so please give us the opportunity to address any worries or concerns you have at an early stage. Please contact us to talk about your concerns.

This policy is only to be used in relation to complaints associated to fundraising practice. All other complaints should be made using Sunfield's normal 'Worries and Complaints Policy'.

In addition to Sunfield's own fundraising complaints procedure, Sunfield is a member of the Fundraising Standards Board.

What is the Fundraising Standards Board?

The Fundraising Standards Board is the self-regulatory body for fundraising in the UK which exists to deal with public complaints about fundraising activity and to help the public to 'Give with confidence' to charities.

They offer a complaints 'safety net', whereby members of the public can contact them if they are not satisfied with the charity's response to their complaint.

As a member of the Fundraising Standards Board, Sunfield endeavours to adhere to the Institute of Fundraising's Codes of Fundraising Practice and the Fundraising Promise, which together represent the highest standards of good practice in fundraising (additional details are included on the next page).

The Fundraising Standards Board will investigate all complaints that are concerned with a breach of the Institute of Fundraising's Codes of Fundraising Practice, or a breach of the Fundraising Promise, provided that the complainant has first directed their complaint to the charity concerned, but is not satisfied with the answer received.

The Fundraising Standards Board will not deal with a complaint until it has been through Sunfield's own complaints procedure. They will refer the complaint back to the charity to deal with.

They will only be able to uphold a complaint if it is about a breach of a 'must' or 'ought' regulation contained in the Institute's Codes, or a breach of the Fundraising Promise.

In particular, 'must' indicates a requirement that is mandatory by law and 'ought' indicates a requirement that is mandatory within the Institute of Fundraising's Codes of Fundraising Practice.

The Fundraising Standards Board will NOT deal with complaints that are not about good practice in fundraising. For instance:

- Complaints about the services a charity provides
- Administration and staff costs
- Administration or processing errors
- Retail issues

Further information about the Fundraising Standards Board is available from:

The Fundraising Standards Board
61 London Fruit Exchange
Brushfield Street
London
E1 6EP

Tel. 0845 402 5442
Website: www.frsb.org.uk

What are the Institute of Fundraising Codes of Practice?

The Institute of Fundraising is the professional membership body for UK fundraisers, working to promote the highest standards in fundraising practice and management.

The Codes of Fundraising Practice represent the standards set for fundraisers in the UK. Each Code covers a separate fundraising technique and provides not only information on areas of the law and guidance on the techniques themselves, but also the best practice that the fundraising sector has set itself to ensure the highest standards. For further information contact:

The Institute of Fundraising
Park Place
12 Lawn Lane
London SW8 1UD
Tel. 0207 840 1000
www.institute-of-fundraising.org.uk

What is the 'Fundraising Promise'?

This is a promise which members of the Fundraising Standards Board are required to make to the general public i.e.

'Sunfield is a member of the Fundraising Standards Board (FSB) self regulatory Scheme. The FSB works to ensure that the organisations raising money from the public do so honestly and properly. As a member of the scheme, Sunfield follows the Institute of Fundraising's Codes of Fundraising Practice and complies with the key principles embodied in the Codes'.

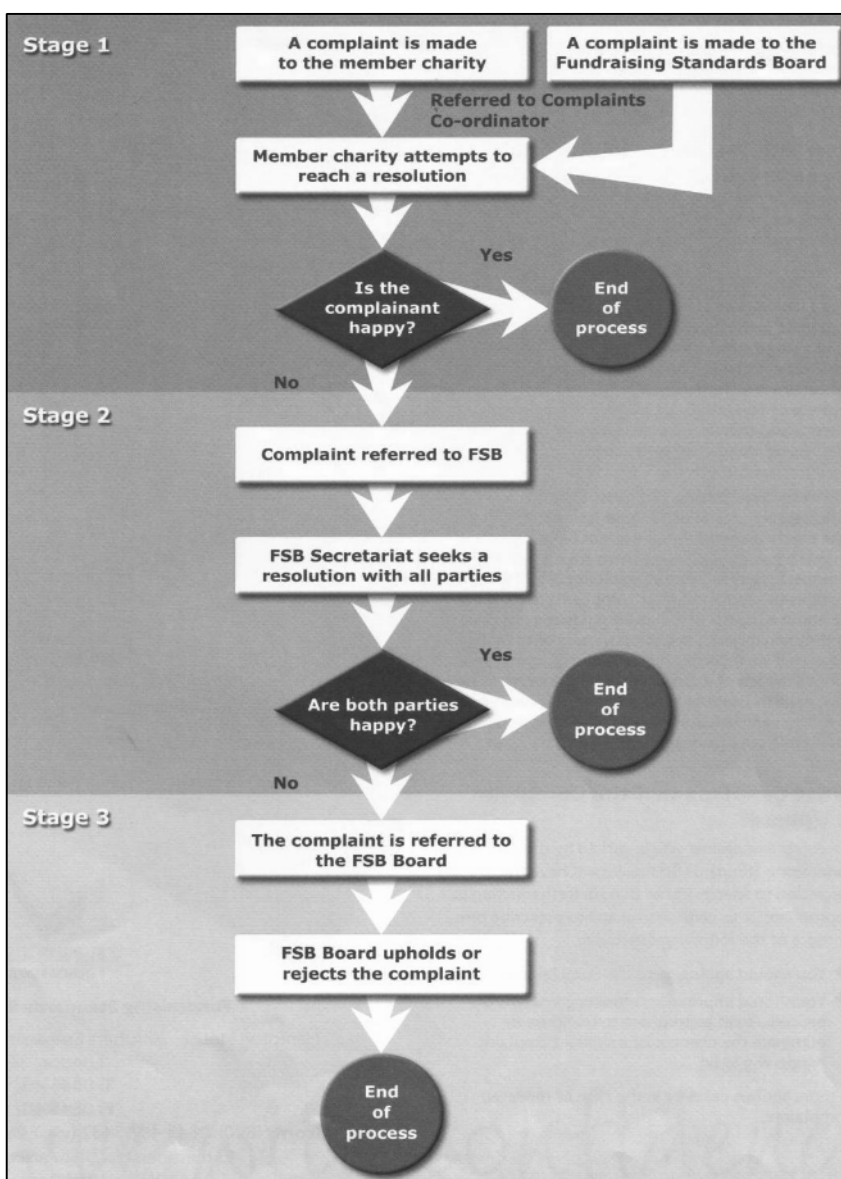
THE FUNDRAISING COMPLAINTS PROCEDURE

Fundraising Complaints Co-ordinator:

Ian Jones BSc. MInstF(Cert) – Director of Appeals & Development

The Procedure:

To assist you in making any concern or complaint known, the Fundraising Standards Board recommends the following procedure:



Note: Sunfield has adapted this procedure to incorporate an additional stage for complaint to Sunfield i.e. stage 1 – informal, and stage 1A - formal:

STAGE 1 – MAKE AN INFORMAL COMPLAINT TO SUNFIELD

An 'Informal complaint' does not mean it is any less a complaint. The vast majority of complaints can be addressed and resolved at this stage. Our aim is to treat your complaint with respect, in a prompt manner, and to look for a successful outcome. We will try to address and resolve your complaint through informal attempts such as discussion, negotiation and mediation.

Procedure:

- Raise the concern, problem or complaint with the fundraiser directly involved in the issue with which you have concern.
- If you are not satisfied with the response or if you prefer, perhaps because of the nature of the concern, directly contact the Fundraising Complaints Co-ordinator to discuss your complaint. He will keep a written record of your complaint, the agreed action and the outcome, and will keep you updated and informed of the progress of the complaint.

It is hoped that most concerns and complaints can be resolved at this stage. If not, you may need to proceed to stage 1A of the procedure:

STAGE 1A – MAKE A FORMAL COMPLAINT TO SUNFIELD

If you feel your complaint has not been satisfactorily resolved, or your complaint is very serious in nature and you do not wish to use Stage 1, you should consider making a formal complaint to Sunfield.

All formal complaints need to be expressed in writing to Sunfield's Fundraising Complaints Co-ordinator usually using Sunfield's printed format which is attached to this Policy.

- The receipt of your formal complaint will normally be acknowledged by Sunfield within 5 working days.
- Sunfield's Senior Leadership Team will also be notified of your formal complaint.
- The Fundraising Complaints Co-ordinator will oversee the investigation of any formal complaint to ensure that your complaint is fairly investigated.
- You will be kept informed of the progress of the complaint
- The outcome of the investigation into your complaint will be put in writing and sent directly to you. We aim to resolve all complaints within 28 days of receipt.

STAGE 2 – REFER THE COMPLAINT TO THE FUNDRAISING STANDARDS BOARD

If you are not satisfied with the result at stage 1A of this procedure, and you still believe that there has been an infringement of the Institute of Fundraising Codes of Practice or the Fundraising Promise, you can then refer your formal complaint to:

The Fundraising Standards Board
61 London Fruit Exchange
Brushfield Street
London
E1 6EP
Tel. 0845 402 5442
Website: www.frsb.org.uk

You must refer your complaint to the Fundraising Standards Board within two months of receiving the response from Sunfield.

Once the Fundraising Standards Board have received your complaint, they will contact Sunfield to notify us and to gain background information about the complaint.

The Fundraising Standards Board will then investigate the complaint and seek to achieve a resolution with all parties concerned within 30 days.

STAGE 3 – THE FUNDRAISING STANDARDS BOARD UPHOLDS OR REJECTS A COMPLAINT

If you are still not satisfied, you can seek an adjudication by the Fundraising Standards Board. They will review the complaint and report their conclusion within 60 days.

The Fundraising Standards Board has the discretion to specify that either no further action is appropriate or to censure Sunfield and prescribe more actions.

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FUNDRAISING FORMAL COMPLAINTS PROCEDURE

Your Name: _____

Address: _____

Tel: _____ **email:** _____

Nature of the complaint:

