

Alice's Arc

Fundraising Complaints Policy

About this policy

Alice's Arc (the "Charity") is committed to maintaining high standards in all areas of our work, and we are committed to treating all of our supporters with respect. We recognise though that sometimes we may get things wrong. If you would like to make a complaint about any aspect of our fundraising, we value your feedback and will take your concerns seriously. We will also work to resolve your complaint as quickly as possible. We will treat you politely, fairly and respect your confidence.

This policy sets out how you can make a complaint and what you can expect from the Charity in dealing with your complaint.

This policy refers primarily to complaints about fundraising but the principles regarding time scales, how we investigate complaints internally, and how we learn from the complaints, are relevant to any type of complaint the Charity may receive.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use.
- To make sure that everyone at the Charity knows what to do if a complaint is received.
- To make sure that, wherever possible, complaints are resolved and that relationships with supporters are rebuilt and maintained.
- To learn from these complaints so that we continually improve what we do.

How to get in touch with us

If you would like to make a complaint about a fundraising matter, the best way to contact us is by email at: sara.wakeling@alicesarc.org

Or you can write to us at:

Alice's Arc
High Beech
53 Kippington Road
Sevenoaks
TN13 2LL

To help us respond appropriately, and as quickly as possible, please provide us with the following information:

- Your name and contact details.
- The reason for your feedback or complaint.
- If you would like your feedback to be formally regarded as a complaint or if you would like the issue to be dealt with informally in the first instance.
- What outcome you are hoping for / what would resolve the issue for you.

If possible, we would recommend you complain in writing, via email, as this will help us maintain an accurate written record of your complaint and will help us respond as quickly as possible to you.

Our response to you

We will acknowledge and provide an initial response to your feedback within [five] working days of receipt. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within [15] working days of receipt. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

Hopefully you will be satisfied with our response. However, if not, please let us know and your complaint will be passed to another trustee. The trustee will acknowledge your complaint within [10] working days. They will normally provide a full response within [20] working days but will keep you informed if a full response may take longer.

You will be given the contact details of the individual who is managing your complaint. We will do our best to ensure that your complaint is dealt with by someone who is completely independent of the events complained about.

We investigate complaints thoroughly and fairly to establish the facts of the case. This includes reviewing all relevant evidence and might include speaking to any individuals complained about as well as the complainant and any third parties.

Reaching a decision

The Charity will provide clear, evidence-based, written reasons for our decisions and we are committed to ensuring those decisions are proportionate, appropriate and fair.

If our investigation has found that things have gone wrong, we will take proportionate action to put things right. We will also tell you about the lessons learnt and any changes we make to our services, guidance or policy as a result of your complaint.

We will keep a record of the complaints we receive, the outcomes of any investigations and the reasons for any decisions.

Further steps

We very much hope that you will be satisfied with our response to your complaint and that we can resolve the issue quickly for you. However, if you are not satisfied with the response you receive from us, you may then take your complaint to the Fundraising Regulator. Their contact details are:

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW

0300 999 3407 (Mon to Fri, 09.30 am – 4.30 pm)

<https://www.fundraisingregulator.org.uk/complaints/make-complaint>

We will then work together with the Fundraising Regulator and you to resolve your complaint.

If you have any queries about this policy or our procedures, please do get in touch with sara.wakeling@alicesarc.org

Date of policy: 8th February 2022