



for pre-school deaf children and their parents

## **FUNDRAISING COMPLAINTS PROCEDURE**

The Elizabeth Foundation is a member of the Fundraising Standards Board and takes good conduct in fundraising very seriously. This “Fundraising Complaints Procedure” explains the procedure for making a complaint if you are dissatisfied with any aspect of The Elizabeth Foundation’s fundraising methods.

### **What is a “complaint”**

If you are not happy with something related to The Elizabeth Foundation’s fundraising methods, you could consider making a complaint to us. When you do this, we will make sure we clearly understand your complaint, and then we will consider whether either of the following has been breached:

- 1 the “fundraising promise” of the Fundraising Standards Board. The full text of this can be found on our website at [www.elizabeth-foundation.org](http://www.elizabeth-foundation.org) or on the website of the Fundraising Standards Board (the FRSB) at [www.frsb.org.uk](http://www.frsb.org.uk). Because The Elizabeth Foundation is a member of the FRSB, we have agreed to abide by this “promise” and if we have not done so then you may be justified in making a complaint
- 2 the Institute of Fundraising’s Codes of Fundraising Practice. There are a number of codes about different types of fundraising. You can find the codes at the Institute of Fundraising’s website but when you tell us about your complaint we will also look at the codes ourselves to see if we have breached any of them.

If you have given us a chance to hear and respond to your complaint but you are still not satisfied, you may contact the FRSB and discuss it with them. However, please note that if you have not discussed the matter with us at all, the FRSB will ask you to do that first before they consider whether to deal with your complaint themselves.

### **What should I do if I have a complaint about fundraising by The Elizabeth Foundation?**

First of all, you may wish to make some notes for yourself about the matter, before you forget any relevant information and to help you when you are talking on the telephone to

us or writing us a letter. Gather together any paperwork that might relate to your complaint, so that you can keep it safe. If you do write (or email) to us, keep a copy of your letter for yourself and make sure it has a date on it. If you make a telephone call to us, you should write down the date you made the call and if possible, who you spoke to. You may also like to read the “fundraising promise” or look at the codes of practice of the Institute of Fundraising (see above) – but don’t worry, because we will also consider these when you contact us.

Our contact details are:

**The Elizabeth Foundation  
Southwick Hill Road  
Cosham  
Hampshire  
PO6 3LL**

**Main telephone number: 023 9237 2735**  
(Our charity commission registered number is 293835)

You may be aware that we also have a Family Centre in Bradford. However, even if you think your complaint relates to Bradford, you should contact us at our Hampshire address because this is our headquarters and we have staff available there to help you. The member of staff who is responsible for handling any complaints about fundraising is Sally Moger. Please address your complaint to Sally; if you make your complaint to anyone else at The Elizabeth Foundation, they will inform Sally and ask her to contact you.

Please be aware that we will need to ask you for your name and address and telephone number (and email if you wish). This is so that we can contact you to acknowledge your complaint and to tell you what has been done about it. It will probably not be possible for us (or the FRSB) to deal with your complaint effectively if you cannot tell us your name and give us contact details.

### **What will happen when I tell The Elizabeth Foundation about my fundraising complaint?**

We will put you in touch with Sally Moger as quickly as possible. If Sally is not available, she will be given a message to contact you at your convenience. You may of course wish to discuss your points with your usual contact at The Elizabeth Foundation if you have one, or with our CEO Dr Sue Campbell; you are welcome to do this, but Sally will still receive details of any complaints so that she can ensure these are dealt with effectively.

If you telephone The Elizabeth Foundation, we will:

- listen carefully while you explain the purpose of your call; once we understand that it is about a fundraising concern or complaint, we will offer to put you through to Sally

- if Sally is not available, we will ask you for your name and contact details so that she can call you back. If you want to speak to somebody urgently about the matter and Sally is not available, we will ask you to give some details about your concerns to help us identify the best alternative member of staff to speak to.
- When you explain your concerns, we will listen quietly and take notes. Then we will probably ask you some questions to make sure that we have understood you properly. If Sally or the person you are speaking to believes they can offer an explanation or information to you about your concern, they will do this over the phone with you. It is possible that your concern may be resolved quickly and easily like this; we will still make a note of your call however. We need to do this so that we can show the FRSB if they ask us.
- It is probably more likely that we will need to research the matter and speak with other colleagues before we can give you a proper and full response. To make sure that you know what is going on, we will write to you after your phone call (within 14 days) to summarise the conversation we had with you and generally to acknowledge your complaint or concern. At this point we will confirm that your complaint will be dealt with within 30 days.
- See below – “Responding to your complaint”

If you write to or email The Elizabeth Foundation, we will:

- Make a note for our files that we have received your communication. We need to do this so that we can show the FRSB if they ask us.
- Write to you within 14 days, to acknowledge your concern and to confirm that your complaint will be dealt with within 30 days. At this stage, we may also need to ask you for some more information to help us research your concern properly.
- See below – “Responding to your complaint”

### **Responding to your complaint**

We will carry out full research of the matter, and speak to all relevant staff, volunteers or suppliers as necessary. Following this, we will be able to decide whether we agree with your complaint (this means “your complaint is upheld”) or, we do not agree (this means “your complaint is not justified”). In either case, we will write to you:

- *if your complaint is upheld:* we will write to you to apologise and to let you know that we agree with your concern. We will tell you what we have done to improve our future fundraising activities.
- *if we think your complaint is not justified:* we will write to you to thank you for taking the trouble to contact us. We will also explain the reasons why we do not agree with your concern, and why we will not be making any changes to our fundraising practices.

If you are not happy with our response, we will explain to you that you have the option of contacting the Fundraising Standards Board. If you want to do this, you must do it within 2 months of receiving our response letter. When they receive your complaint, the FRSB will get in touch with us to find out how we have dealt with your concerns up to that

point; that is why we have to keep careful records and make sure we have your correct contact details.

**Conclusion**

We very much hope that you will never feel the need to raise a concern or make a complaint about fundraising at The Elizabeth Foundation. However, if you do find yourself in this position, we hope that these details of our procedures for handling your complaint give you reassurance that your concern will be dealt with properly and with politeness at all times.

*Policy agreed by: .....*

*Date to be reviewed:  
September 2013*