



Rugby School

## Fundraising Complaints Policy and Procedure

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September 2020

## **Policy:**

All complaints should be made within three months of the incident and will be dealt with in a timely fashion from receipt as shown below in working days.

- Within 5 working days: the complaint will be logged and assessed by the relevant Development Office staff and either a holding response, acknowledgement or full resolution will be supplied by the most appropriate channel (telephone, email or mail).
- Within 14 days: We aim to resolve complaints within 14 days. However if the Complainant is not satisfied by the response or if further investigation is required then a holding response or acknowledgement should be supplied to the Complainant with a timeline for their complaint's resolution.
- Within 20 days: unresolved complaints or complaints of an extremely serious nature will be escalated. A final decision regarding an escalated complaint should be communicated to the Complainant within a maximum of 20 working days / 1 calendar month. A complaint's resolution should be communicated to the Complainant as soon as possible.

The response will tell the Complainant who is dealing with their complaint and timelines for resolution, if a full resolution is not given in the communication.

## **Confidentiality and Anonymous complaints**

Rugby School cannot accept anonymous complaints as we can only investigate properly if full background information can be gathered. We will therefore not respond to any complaints submitted anonymously.

Complaints received will be dealt with sensitively and in confidence with details shared only with staff who need to know in order for the complaint to be investigated and to allow us to respond to any issues raised.

## **Information recorded**

Upon receipt, all complaints will be logged within the Development Office and include the following information:

- The name and contact details of the person who made the complaint
- The nature of the complaint
- The date the complaint was received
- The target date for a full response
- The stage the complaint is at (eg. Open, Escalated or Closed) including dates
- The person or persons responsible for dealing with the complaint and who 'closed' the complaint

## Procedure:

Rugby School is committed to the highest possible standards in fundraising practice and takes seriously any complaint about its fundraising activity. We aim to respond speedily to any concerns raised by members of the wider Rugbeian Community. This complaints procedure covers fundraising activities, communications and events.

### Our Promise

Rugby School is committed to the highest possible standards of fundraising practice. We are registered with the Fundraising Regulator who sets and maintains the standards for charitable fundraising in the UK, ensuring that fundraising is respectful, open, honest and accountable to the public.

Rugby School and the Development Office recognises that the successful resolution of concerns and complaints is vital to our commitment to continuous improvement which places the members of the wider Rugbeian Community at the heart of what we do.

### How to contact us

By phone: 01788 556 139

By email: [development@rugbyschool.net](mailto:development@rugbyschool.net)

By post: The Development Office, Rugby School, 6 Horton Crescent, Rugby, Warwickshire, CV22 5DJ

If you feel that we have not been able to satisfactorily resolve your complaint, the Fundraising Regulator can investigate. They must be contacted within two months of receiving your response from us via their [online complaints form](#) or by phone on 0300 999 3407.

If your complaint is related to another area of our work and you do not feel completely satisfied with our response you can contact the Charity Commission by post at The Charity Commission, PO Box 1227, Liverpool, L69 3UG or call them on 0845 3000 218.

Authorised Compliance and Risk Committee:	
Date:	23 September 2020