

## Fundraising Complaints Policy

**This document sets out the guiding principles Newlife will apply when dealing with complaints made about fundraising practices.**

### 1. Background and Context

Newlife is proud to champion the principles of honesty, accountability and transparency when fundraising. We strive for the highest possible standards in our fundraising, are registered with the Fundraising Regulator and are committed to complying with its Fundraising Code of Practice. We are keen to hear from anyone who believes we have fallen short of the high standards we have set ourselves.

We are required by the Fundraising Regulator to have in place a fundraising complaints policy that is publicly available and includes the following:

- an explanation of how a complaint may be made;
- a requirement to keep a record of complaints for at least 24 months;
- a requirement that records include details of the complaint, the date it was received, details of any investigation undertaken and a copy of all communications regarding this issue;
- a commitment to investigate any complaint about fundraising received within a reasonable timescale and to advise the complainant:
  - of the outcome of the investigation in writing within a reasonable timeframe
  - and the opportunity to refer the Complaint to the Fundraising Regulator if they are dissatisfied with the outcome of the investigation provided that they do so within two months of the response.

### 2. Making a complaint

Complaints should be made to the Charity in the following ways:

By email to [info@newlifecharity.co.uk](mailto:info@newlifecharity.co.uk)

By writing to Newlife Charity, Newlife Centre, Hemlock Way, Cannock, Staffordshire, WS11 7GF

By telephone to our Supporter Care Team on 01543 468888

### 3. Investigation procedure

When acknowledging receipt of a complaint, the Charity will explain the process that will be followed and when a decision will be made.

- Acknowledge receipt - one to three working days
- Advise complainant of the outcome - within 15 office working days (if longer needed, the complainant will be contacted)
- If complainant unhappy with outcome they have 15 working days from final response to appeal

- Appeals will be escalated to a Senior Manager who has 15 office working days from receipt of the appeal to reply

We are required to refer any complainant who is unhappy with the final outcome of the complaint to the Fundraising Regulator.

All complaints will be investigated thoroughly and fairly and in accordance with the Charity's Complaints and Feedback Policy.

#### **4. Keeping records**

All complaints are to be recorded on the Charity's CRM system Raisers Edge using a complaints action. This will include details of the complaint, the date it was received, nature of the complaint and all communications.

The complaints spreadsheet is to be completed and saved in BDF1 under the correct complaint number.

All complaints are confidential and details of any investigation pertaining to a member of staff will be held with the Governance team. Any employee complaints such as Grievance or Whistleblowing will be dealt with under the Charity's Grievance or Whistleblowing policies.

#### **5. Learning from complaints**

Complaints will be regarded as a source of learning and improvement.

The Charity will regularly review the complaints to identify any trends or wider learning. In reviewing the complaints received, the Charity will consider what lessons can be learnt and how we can improve the service and the experience of donors.

All complaints will be reported to the Senior Leadership Team and Board of Trustees on the number and nature of complaints received and the outcome of those complaints, including whether they have led to a change in services, policies or procedures.

#### **6. Making the policy publicly available**

Our complaints procedure will be made publicly available on our website.

Any complaints, as required by the Charities (Protection and Social Investments) Act 2016, will be included in the annual report and accounts.

<b>Policy created/reviewed date</b>	<b>Approved by</b>	<b>Date</b>
July 2021		