



Fundraising Complaints

This policy details CCM's procedures for fundraising complaints, to ensure the charity fulfils its obligations under the Fundraising Regulator's Code of Fundraising Practice

Change Control			
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1. Our Commitment

At City of Chelmsford Mencap, we are committed to fundraising in a respectful, honest, and accountable way. We follow the Fundraising Regulator's Code of Fundraising Practice and are proud to display the Fundraising Regulator badge as a sign of our commitment to best practice.

If you have a concern or are unhappy with any aspect of our fundraising, we want to hear from you. Your feedback helps us improve how we organise and promote our fundraising campaigns.

2. How to make a complaint

We encourage complaints to be made in writing so we can keep a clear record.

You can send your complaint by:

Email: feedback@cityofchelmsfordmencap.co.uk

Post: Fundraising Complaints Officer, City of Chelmsford Mencap, 56 Mildmay Road, Chelmsford, CM2 0DZ

If you need help making a complaint or need the process in a different format (e.g. large print or Easy Read), please let us know.

3. What happens next

Acknowledgement:

We will acknowledge your complaint within 2 working days.

Record:

We will log your fundraising complaint on our central record as soon as possible and no later than 48 hours after receipt. The following details will be logged:

- Date the complaint was received.
- Details of the complainant.
- The nature of the complaint.
- Date the internal investigation was completed.
- The date on which the Board agreed on accepting or rejecting the complaint.
- A brief summary of the reasons.
- Any actions taken as a result of the investigation.
- The date that a response was sent to the complainant.
- If the claim was rejected, details of whether the complaint has been escalated to the Fundraising Regulator.
- Date on which the complaint is deemed closed.

Investigation:

Your complaint will be reviewed and investigated by our Fundraising Complaints Officer or a suitable deputy.

We aim to complete our investigation and respond to you within 14 working days.

4. Decision and response

After the investigation, the Complaints Officer will present findings to the Board of Trustees. The Board will decide whether to uphold (agree with) or reject the complaint.

You will receive a written response within 28 days of our first acknowledgement, explaining:

- The outcome (upheld or rejected).
- A summary of reasons.
- Any actions we will take.

5. If your complaint is upheld

- We will explain what we are doing to put things right.
- We will update our procedures, if necessary, to prevent similar issues in the future.
- The complaint will be marked as resolved in our Complaints Register, with a summary of the action taken.

6. If your complaint is rejected

- We will explain why we reached this decision.
- You will be informed of your right to refer your complaint to the Fundraising Regulator if you are not satisfied. You have 2 months from our response date to do this.

The complaint will remain active until:

- You confirm you will not take it further, *or*
- The Fundraising Regulator completes its review.

7. Working with the Fundraising Regulator

If your complaint is referred to the Fundraising Regulator, we will:

- Co-operate fully with their investigation.
- Provide requested materials within 48 hours.
- Implement any remedial action they recommend.

We will also keep all complaint records for at least 24 months and make them available to the Regulator upon request.

8. Protection from victimisation and harassment

City of Chelmsford Mencap is committed to ensuring that anyone who raises a fundraising concern or complaint is treated with dignity and respect throughout the process.

We guarantee that:

- You will not suffer any negative consequences for making a complaint or raising a genuine concern, whether informally or formally.
- We will not tolerate any form of retaliation, victimisation or harassment against a person who has raised a complaint in good faith.
- If you believe you are being treated unfairly as a result of raising a complaint, you should report this immediately to a manager or trustee. We will provide contact information for an appropriate member of our senior team upon request.
- We will take disciplinary action, if necessary, against anyone found to have harassed or victimised a complainant.

You do not have to fear being ignored, penalised, or mistreated for speaking up. We value openness and learning from mistakes to improve how we serve our community.

9. Fair treatment of staff involved in complaints

When a complaint involves the actions of a member of staff or volunteer:

- They will be informed about the nature of the complaint, where appropriate and possible, as soon as is reasonably practical.
- They will be given a fair opportunity to respond to the concerns raised before any decision is made.
- They will be supported throughout the process and treated in line with our internal policies and procedures.
- If the staff member wishes, they may seek support from a colleague, line manager or a designated trustee during the process.
- We have a duty of care to our staff, as well as to complainants, and will handle the situation sensitively to protect everyone's wellbeing.
- The outcome of any complaint involving a staff member will be shared with them in confidence, along with any actions that may affect them.

10. Safeguarding donors who may lack capacity

City of Chelmsford Mencap is committed to protecting individuals who may be in vulnerable circumstances, including those who may lack the mental capacity to make an informed decision about giving a donation or purchasing fundraising goods or services.

In line with the Fundraising Regulator's Code of Fundraising Practice and the Mental Capacity Act 2005, we will take the following steps:

- Staff, volunteers and third-party fundraisers are trained to identify signs that someone may be unable to make an informed decision at the time of contact.
- If there is reasonable doubt about a person's capacity, no donation or purchase will be taken.
- Fundraisers must not exploit or take advantage of someone's vulnerability, and must withdraw politely from the interaction.
- We will not continue to ask for donations if a person gives any indication—verbally or non-verbally—that they are confused, distressed, or unable to understand the request.
- Fundraising communications will be written and presented in a way that is clear, inclusive, and easy to understand, avoiding complex terms or pressure tactics.
- Where required by law, we will seek prior consent before making direct fundraising contact (for example, via telephone).
- We will respect the decisions of donors at all times, including when they choose not to give or wish to stop giving.

Any concerns about a donor's welfare will be treated seriously and, where appropriate, escalated according to our *Safeguarding Adults at Risk* Policy.

11. Use of the Fundraising Regulator Badge

As we are registered with the Fundraising Regulator, we agree to:

- Display the badge according to their guidelines.
- Not misuse or imitate the badge or brand.
- Remove the badge if we are no longer registered.

12. Our Fundraising Promise

We commit to high standards, including:

- We follow the Code of Fundraising Practice.
- We monitor staff, volunteers, and third parties who raise funds on our behalf.
- We comply with all relevant fundraising laws.

We are clear, honest and open:

- We are truthful about what we do and how donations are used.
- We explain how to donate or stop giving.
- We are transparent about costs and partnerships.
- Our complaints process is open and accessible.

We are respectful:

- We respect your privacy and preferences.
- We do not pressure anyone to give.
- We avoid contacting people in vulnerable circumstances without proper consent.

We are fair and considerate:

- We adapt our approach to suit individual needs.
- We avoid causing distress or disruption.
- We choose language and images responsibly.

We are accountable:

- We manage our resources carefully.
- We listen to feedback and learn from it.
- We publish our complaints procedure.
- We record and report complaints to the Fundraising Regulator as required.