



# Fundraising Complaints Policy

We are committed to fundraising in a way that is legal, open, honest and respectful.

We recognise the importance of continuous improvement and view any complaint received as an opportunity to improve our approach and procedures.

We commit to ensuring that:

- People who support us and the wider public know how to make a complaint and can do so easily
- Those making a complaint know that it will be dealt with sensitively, honestly and fairly
- Complaints are dealt with in a timely and efficient manner
- All relevant Yes to Life staff are aware of and confident following the fundraising complaints policy
- Complaints are reviewed on a regular basis to inform our approach to fundraising and process improvements.

## What is a complaint?

A complaint is an expression of dissatisfaction or concern about our fundraising standard of service, actions or lack of action taken by the fundraising department, members of staff, or volunteers - which affects an individual or groups of people with whom the fundraising department is involved.

## How do I make a complaint?

Any individual or group can make a complaint, or a complaint can be made on behalf of someone else (in cases where a complaint has been made on behalf of someone else, we will be mindful of data protection issues when responding).

Complaints regarding fundraising can be made:

**Yes to Life**

The Energy Centre, Bowling Green Walk, London N1 6AL

Telephone: 0845 257 6950 [office@yestolife.org.uk](mailto:office@yestolife.org.uk) [www.yestolife.org.uk](http://www.yestolife.org.uk)

Company No: 05495576 Registered Office: as above Registered Charity No: 1112812



- By email: [fundraising@yestolife.org.uk](mailto:fundraising@yestolife.org.uk)
- By telephone: 0845 257 6950

Any individual who posts fundraising negative feedback on any Yes to Life social media channel will be invited to discuss their concerns further with a relevant staff member and/or to make a formal complaint via the channels listed above.

### What will be done with my complaint?

- All complaints will be acknowledged within three working days of receipt.
- We will appoint a manager of suitable seniority to investigate the complaint.
- We will inform you of the name of the person who will be investigating your complaint.
- We aim to resolve most complaints within ten working days of receipt but some more complex issues may require further investigation. We will keep you informed of progress and not take more than 28 days of receipt of the complaint to advise you of the findings and outcome of the investigation.

### What can I do if I'm not happy with the response I get?

- If you are not satisfied with the response you have received, the complaint can be referred to a more senior manager. The final stage of appeal sits with the Board of Trustees.
- If you are not satisfied with the final response you have received from us, then you have the opportunity to refer your complaint to the **Fundraising Regulator** within two months of our response.

## Yes to Life

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