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The Fundraising Regulator

The Fundraising Regulator is the independent regulator of charitable fundraising in England, Wales, and Northern Ireland.

The Fundraising Regulator deals with complaints about fundraising in England, Wales and Northern Ireland, and fundraising in Scotland where it is carried out by charities registered primarily with the Charity Commission for England and Wales or the Charity Commission for Northern Ireland.

Where a complaint cannot be resolved by the organisation the Fundraising Regulator will investigate.

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4. Making a complaint

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9. How we handle complaints

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In all cases the consideration of a stage 3 complaint may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage 1 and/or Stage 2. The person who dealt with the original complaint at Stage 1 and/or Stage 2 should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Executive Director decides it is appropriate

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issue, the CEO can inform them that the procedure has been completed and that the matter is now closed.

The Foundation is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive, or threatening. In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed

13. Reporting

Tracking and reporting on complaints will be done routinely with reporting to the Executive Team, Governing bodies, and Board of Trustees on a regular basis.

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Appendix 1

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