



## **FUNDRAISING COMPLAINTS PROCEDURE**

### **STATEMENT**

New Borderline (known as Borderline) seeks to provide a high level of satisfaction in all areas of fundraising. However, any concerns or dissatisfaction with the delivery of fundraising should in the first instance be brought to the attention of a member of staff, who will endeavour to address your concerns. If you continue to be dissatisfied then the formal complaints procedure should be pursued. This procedure complies with the requirements of the Fundraising Regulator.

### **PRINCIPLE**

All complaints will be dealt with in an appropriate and confidential manner.

1. If you or your representative has a serious complaint to make, please put it in writing (if possible) to a manager.
2. Your complaint will be acknowledged within 5 working days (i.e. Monday to Friday).
3. The manager will look into your complaint, and will normally report the findings to you within 10 working days. If this is not possible you will be advised of the expected timescale.
4. If you are still dissatisfied you can ask for your complaint to be sent to the Chief Executive.
5. The Chief Executive may need to contact other people for information or advice, but will normally report back to you within 10 working days. If this is not possible you will be advised of the expected timescale.
6. The outcome of the investigation will be advised to the complainant in writing within 28 days of acknowledgement of receipt of the complaint.
7. If you are unhappy with the outcome, you may refer your complaint to the Fundraising Regulator; provided that you do so within two months of the Chief Executive's response.
8. The decision of the Fundraising Regulator will be final.

Complaints will be retained for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed).



**BORDERLINE**  
SUPPORTING HOMELESS  
SCOTS IN LONDON

**Complaint Form**

Name of person making complaint-----

Representative of person making complaint (delete if not applicable)-----

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Address for correspondence-----

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Telephone number (day)----- (evening)-----

Email \_\_\_\_\_

Nature of complaint-----

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**BORDERLINE**  
SUPPORTING HOMELESS  
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**Complaint Passed to**-----

**On (date)**-----**at (time)**-----

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**Further action to be taken**-----

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