

Build It International Fundraising Complaints Policy

Document History			
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Build It International views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Build It International knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.
- Complainants must log a complaint with Build It International first. If Build It do not respond within 4 weeks, or do not satisfactorily resolve a complaint, it can then be logged with the Fundraising Regulator. <https://www.fundraisingregulator.org.uk/complaints>

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of **Build It International**.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Build It International.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use Build It International's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Build It International's Chief Executive.

Complaints Procedure of Build It International

Publicised Contact Details for Complaints:

Written complaints may be sent to Build It International at Windsor House, Windsor Place, Shrewsbury, SY1 2BY or by e-mail at info@builditinternational.org.

Verbal complaints may be made by phone to CEO on 07728 525329 or to the fundraisers on 07865573443 or in person to any of Build It International's staff at the above address.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Build It International (for example: supporter, donor)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

Resolving Complaints

Stage One

Where possible complaints should be investigated by someone who is independent from the complaint. This person should also be the first one to try and resolve the matter. Whether or not the complaint has been resolved, the complaint information should be passed to Build It International's CEO within one week.

On receiving the complaint, the CEO must record it in the complaints log.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Complaints should be investigated thoroughly and fairly to establish the facts of the case. This includes reviewing all relevant evidence and might include speaking to any individuals complained about as well as the complainant and any third parties involved.

Build It will provide clear, evidence-based reasons for any decisions and ensure these decisions are proportionate, appropriate and fair.

The reply to the complainant should respond to the substantive points raised by a complaint; describe the action taken to investigate, the conclusions from the investigation and explain why Build It considers the substantive points raised are justified or not with an account of any action taken as a result of the complaint.

Ideally complainants should receive a definitive reply within four weeks. 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.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to Build It International's Chair of Trustees or their delegate.

The request for Board level review should be acknowledged within one week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair of Trustees may investigate the facts of the case or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. 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 Board decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can make a complaint to the Fundraising Regulator if not satisfactorily resolved by Build It <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

A complaint can also be made directly to the Charity Commission if illegal activity is suspected. <https://www.gov.uk/complain-about-charity>

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal