



Fundraising Complaints Procedure



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Introduction

The RAF Association is committed to ensuring that all of our fundraising activities are conducted in a fair, secure and socially-responsible way.



The RAF Association is a member of the Fundraising Standards Board (FRSB) which entitles the RAF Association to use the FRSB logo in its marketing and fundraising material. Membership of the FRSB demonstrates to the general public that an organisation is an accredited and responsible charity, committed to responsible fundraising.

This document sets out the RAF Association's approach to ensuring that any complaints about our fundraising activities (including the trading styles of the RAF Association and the Wings Appeal) are handled correctly. The intent is to ensure that, within reasonable tolerances, an agreed conclusion is reached with the person who originated the complaint.

This document details the complaints procedure which RAF Association staff must follow and also provides an explanation of our complaints procedure.

The British Standard (BS8600) definition of a complaint is: "an expression of dissatisfaction whether justified or not".

The RAF Association further defines a fundraising complaint as: "an expression of dissatisfaction, written (postal or email) or verbally (telephone or face to face), which requires investigation, action (if appropriate) and/or follow up verbally or in writing."

Our definition includes:

- ▶ A failure of a fundraising service or system which affects an individual or a group of people, causing inconvenience, upset or loss.
- ▶ Marketing/fundraising collateral which is misleading, inaccurate or has caused upset or offence.
- ▶ Personal contact with a staff member or representative of the RAF Association regarding fundraising which was inaccurate or misleading or which has caused upset or offence.

Our definition does not include:

- ▶ A simple request for removal from the database.
- ▶ A request for other data markers.
- ▶ A change of address.
- ▶ General returned mail.
- ▶ A comment or remark with no response expected/required.

RAF Association Fundraising Complaints Procedure

The RAF Association constantly strives to meet the expectations of our supporters, and we welcome feedback on where our services can be improved or where expectations have not been met.

The RAF Association is a member of the Fundraising Standards Board (FRSB), which is the independent self-regulatory body for UK fundraising. The FRSB aims to oversee a transparent and independent regulatory scheme for UK fundraising, aiming to raise standards and build public confidence in fundraising by helping charities to comply with fundraising best practice guidelines.

It also provides an independent arbitration service where complaints about a charity's fundraising activities cannot be resolved between a charity and individual.

As a member of FRSB, the RAF Association agrees to uphold the principals of the FRSB's code, which includes:

- ▶ A commitment to high standards
- ▶ A policy of openness and honesty
- ▶ A commitment to clarity
- ▶ Respectfulness
- ▶ Fair and reasonable
- ▶ Accountability

We actively encourage our members and supporters to use our comprehensive complaints procedure so that any issues and concerns can be addressed appropriately. The following information explains how the complaints procedure works, what you need to do and what you can expect.

Handling a complaint about our fundraising.

It is important when handling a complaint that a full documentation trail is established.

This demonstrates to the FRSB that a robust and traceable complaints procedure is in place, and that the RAF Association is serious about the way in which it deals with complaints about its fundraising activities.

To ensure that we handle a complaint professionally and to ensure that we reach an amicable solution we will ask you for the following information.

- Your full name
- Your address
- Your telephone number
- Your email address
- The date that the incident occurred
- The full details of the incident

The aim of the complaints process is to satisfy the complaint at level 1. Should this not be possible, the full complaints process timeline is as follows:



Level 1: Head of relevant fundraising activity

Issues of concern can usually be resolved by talking them through with the relevant member of our staff responsible for the specific fundraising activity. Your complaint can be registered by simply contacting the RAF Association's main switchboard on 0116 268 8750, or by visiting <https://www.rafa.org.uk/contact> and explaining the nature of your complaint.

If you telephone us, a log sheet will be completed at the time of the call, detailing your contact details and the nature of the complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint, the head of the relevant fundraising activity or one of his/her colleagues will acknowledge receipt of your complaint in writing within two working days. You should expect a full written response within ten working days of this acknowledgement.

Level 2: Director of Fundraising

If, after receiving a response from the head of the relevant fundraising activity, you feel that your concerns have not been satisfactorily addressed, you can ask for your complaint to be referred to the Director of Fundraising.

You can normally expect a full written response to your complaint within 10 working days. It may be necessary for additional information to be sought, and if we feel it may not therefore be possible to respond to your complaint within 10 working days, we will contact you to explain our requirement for a time extension.

Level 3: External FRSB Arbitration

If a complaint has passed through the two preceding stages and a satisfactory resolution cannot be reached, then you can request that your complaint is referred for independent adjudication to the FRSB. We will refer your complaint to the FRSB within ten working days of receiving your request, but we have no control over the timescales that the FRSB subsequently work to.

The FRSB will investigate all complaints that are concerned with a potential breach of the Institute of Fundraising's Codes of Fundraising Practice or a breach of the FRSB Fundraising Promise, provided that the complainant has first directed the complaint to the RAF Association but is not satisfied with the answer received.

The FRSB will only deal with complaints that are about bad fundraising practice. They will not deal with complaints about:

- ▶ The services a charity provides
- ▶ Administration and staff costs
- ▶ Administration or processing errors
- ▶ Retail issues
- ▶ How the charity spends its money

More details on the FRSB external adjudication process can be found at:

<http://www.frsb.org.uk/complaints>

Alternatively, write to the Fundraising Standards Board, 61 London Fruit Exchange, Brushfield Street, London, E1 6EP. Telephone: 0845 402 5442. Email: info@frsb.org.uk

How to contact us

**The RAF Association,
Atlas House, 41 Wembley Road, Leicester, LE3 1UT**

Main switchboard tel: 0116 268 8750

Freephone: 0800 0182361

Email – neil.everall@rafa.org.uk

Complaints co-ordinator – Neil Everall

Registered charity: 226686 in England and Wales, SC037673 in Scotland.

If your complaint refers to one of the RAF Association's gambling initiatives (Wings Lotto Weekly, Wings Lotto Grand Draw or any other draw) then a different complaints process applies. For more details, please contact Neil Everall, Gambling Licence Holder for the RAF Association - neil.everall@rafa.org.uk or 0116 268 8756.