

## **FUNDRAISING COMPLAINTS POLICY**

We are committed to being open and honest in all our dealings with our donors and supporters. As an organisation we strive to adhere to the IoF Code of Fundraising practice (<http://www.institute-of-fundraising.org.uk/code-of-fundraising-practice>) sometimes however we can get it wrong and it is important that those who give us support are able to make a complaint. In cases where the investigation and resolution of complaints cannot be settled at a local level will be carried out by Scottish Fundraising Complaints (SFC).

The SFC have defined a simple three stage process for managing fundraising complaints.

### **Stage 1 – Complain directly to the Rock Trust**

It is important for us to get your feedback so that we can understand any problems, address your concerns and if necessary, improve our fundraising practice.

You can phone, write or email our head office to make your complaint.

The Rock Trust  
55 Albany Street  
Edinburgh  
EH1 3QY  
Tel: 0131 557 4059  
Email: [events@rocktrust.org](mailto:events@rocktrust.org)

Your complaint will be acknowledged by letter or email within 5 days. If you call us to complain we will ask you additional questions at that point. On occasion we may need to contact you again to seek further information.

If you are complaining by email or letter, it would be helpful to us if you could advise us of your preferred method for us to contact you should we need to ask for extra information to help us investigate your complaint.

We will seek to resolve your complaint within 28 days of receiving your complaint.

### **Stage 2 – Appeal to our Trustees**

If you are not satisfied with the way your complaint was handled during stage 1 or feel the issues raised have not been fully addressed, you may appeal to our Charity Trustees. The Trustees of any Charity have a legal responsibility to make sure their charity is run well. This includes overseeing of fundraising activities.

You can phone, write or email our office in the same way as detailed in stage 1. Please mark your correspondence “for the attention of the Chair of the Board of Trustees”

### **Stage 3 - Refer to the Independent Panel**

If you're not satisfied with the way the charity has dealt with your concerns, you refer your complaint to the Independent Panel.

A new Independent Panel has been set up by the SFC to manage complaints that cannot be resolved by the charity. The panel is made up of the public, donors, charities, fundraisers, with OSCR and the Scottish Government as observers.

Before you can take your fundraising complaint to the Panel you should make sure you have given the charity a chance to respond.

If you are not satisfied with the charities response or the response of our trustees, you can find out more about the Independent Panel and how to take your complaint forward here <https://www.goodfundraising.scot>

### **Our procedure**

We will establish which of our teams the complaint involves. We will consult with the individuals involved and gather any relevant information regarding the circumstances of the case.

We will take care to record all the important points and file these with the case. Having gathered all the relevant information, our Senior Management team will seek to find a resolution to the complaint by meeting with the staff concerned and will include suppliers, if they have been implicated. If necessary the Board of Trustees will be consulted.

We will then assess our findings and decide upon an outcome. The outcome of the meeting will typically produce one of two options:

- The complaint is justified. We will then write to you to apologise and let you know that the complaint has been used to improve on our future fundraising activities and how this will be done. We will also instigate action to prevent any recurrence of the problem.
- The complaint is not justified. We will write to you to explain that we will not be changing our fundraising practices and give clear reason(s) for our position. We will always take complaints very seriously and assure you the investigation will be as thorough as possible. Accurate records will be kept of all the investigations which have carried out.

In exceptional circumstances, we may need more time than 28 days to gather all the information, assess and deliver our outcome (for example, if a key member of staff is unavailable due to holidays or sickness). If this happens, we will contact you to advise you.

In the event that the complaint is not resolved to your satisfaction you may wish to take your complaint to the next stage of the process. Any appeal to the Board of Trustees will follow the same process as detailed previously and the Chair of the Board of Trustees would contact you with the outcome of the meeting.

If you are still not satisfied, you may refer your complaint to the Independent Panel. Details are found on their website <https://www.goodfundraising.scot/make-a-complaint/>