

## **Fundraising Complaints Policy & Procedure**

*(Aligned to Sport for Confidence's company-wide Complaints Policy & Procedure)*

Fundraising Complaints Policy & Procedure	
Author	Jake Turner
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Sport for Confidence CIC is committed to fundraising that is open, honest, legal and respectful. We follow the Fundraising Regulator's Code of Fundraising Practice and uphold the highest standards of integrity when engaging with supporters, partners and the public.

We are committed to ensuring that all fundraising activities are conducted transparently, ethically and in line with our wider organisational responsibilities.

### **How to Make a Fundraising Complaint**

You can make a complaint verbally or in writing.

**Email:** [info@sportforconfidence.com](mailto:info@sportforconfidence.com)

**Post:** Sport for Confidence CIC, Patch Chelmsford, 5–6 Grays Yard, Chelmsford, CM2 6QR, Essex.

If preferred, complaints can also be made by phone or with support from a staff member.

Please include:

- What happened
- When it happened
- Who was involved (if known)
- Any supporting information
- How you would like us to respond

### **Our Complaints Process (Same as Company Procedure)**

We follow the same three-stage process outlined in our organisational Complaints Policy, including identical timescales and responsibilities.

## **1. Acknowledgement - Within 3 Working Days**

Your complaint will be acknowledged within 3 working days, confirming who will be handling it and what will happen next.

## **2. Informal Resolution - Within 10 Working Days**

Where appropriate, we try to resolve fundraising complaints informally within 10 working days, just as we do with service complaints.

This may include:

- Clarifying misunderstandings
- Providing additional information
- Making immediate corrections

If the matter cannot be resolved informally or is complex, it progresses to the formal stage.

## **3. Formal Investigation - Completed Within 6 Weeks**

Formal fundraising complaints are investigated by the HR Manager, in line with the organisation-wide procedure.

The HR Manager will:

- Review the concern
- Examine fundraising records, communications and activities
- Speak to any staff or partners involved
- Consider Fundraising Code compliance
- Assess any safeguarding or data protection issues

A final written response will be issued within 8 weeks of the initial complaint, summarising:

- Findings
- Any actions taken
- Outcomes
- Your right to appeal

These timeframes match your organisational process exactly.

Serious complaints, including allegations of fraud, misuse of funds, safeguarding concerns or repeated breaches of the Fundraising Code, will be escalated to senior leadership and Directors as required by good governance practice.

#### **4. Appeal Process - Within 14 Days**

You may appeal in writing to the CEO within 14 days of receiving the formal decision.

The CEO will:

- Review the investigation independently
- Consider whether the process was followed correctly
- Assess whether the outcome was fair and reasonable
- Issue a final organisational response within 4 weeks

This mirrors the appeal process for all SFC complaints.

#### **5. External Options (Fundraising-Specific Requirement)**

Because this complaint relates to fundraising, you may also refer your concern externally to the:

##### **Fundraising Regulator**

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)  
[enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

You can contact the Regulator if:

- You are dissatisfied after completing our internal process
- You believe we have breached the Fundraising Code
- The issue relates to fundraising methods, behaviour, or use of funds

This is an *additional route* required by the Fundraising Code — it does not replace your right to follow SFC's internal process.

#### **6. Safeguarding & Data Protection**

If your complaint involves:

- Personal data
- Privacy concerns
- Safeguarding issues
- Concerns about vulnerable people

It will be handled in line with SFC's Data Protection and Safeguarding Policies, as required by your organisational framework.

You also have the right to contact the Information Commissioner's Office (ICO) if you believe data protection law has been breached.

## **6. Complaints Involving Third-Party Fundraising Partners**

If your complaint concerns fundraising carried out on our behalf by a third party such as an external fundraising agency, volunteer fundraiser, or corporate partner we will ensure the matter is fully investigated. We remain responsible for the actions of all partners fundraising in our name, and they are required to cooperate with our process in line with the Fundraising Code.

## **7. Safeguarding, Vulnerable People & Data Protection**

If your complaint involves:

- Personal data
- Privacy concerns
- Safeguarding issues
- The protection of people in vulnerable circumstances when fundraising

It will be handled in line with our Data Protection and Safeguarding Policies.

You have the right to contact the Information Commissioner's Office (ICO) if you believe data protection law has been breached.

We are committed to protecting people in vulnerable circumstances by ensuring that no fundraising activity places undue pressure on individuals or exploits a lack of capacity or understanding.

## **7. Accessibility**

We are committed to making the process accessible to everyone involved in our work. We can provide:

- Easy-read formats
- Large print
- Interpreters
- Support to complete a complaint

This aligns with your organisation-wide accessibility commitment.

## **8. Recording & Learning**

All fundraising complaints will be:

- Logged in the organisation's Complaints Register (stored for 3 years)
- Reviewed by the HR Manager
- Shared with Heads of Services, CEOs, and the Board through normal reporting cycles
- Used to improve practice and uphold the highest ethical standards

We analyse fundraising complaints quarterly to identify trends, systemic issues or risks and to ensure continuous improvement in ethics, quality and compliance.

All complaint records will be stored securely and retained only for as long as necessary in line with our Data Protection Policy.