

## REAL Fundraising Complaints Policy – Donor (Member Of Public) / External

REAL Fundraising takes any complaint extremely seriously.

REAL shall ensure: -

- i) complaints investigated thoroughly and objectively to establish the facts of the case, avoiding undue delay; and
- ii) complaints are responded to fairly, proportionately and appropriately.

All complaints will be circulated to the Charity, their Account Manager and also the REAL Managing Director (Client Services) CC'd. Any complaint raised to REAL Fundraising shall be investigated thoroughly and REAL shall keep the complainant and charity concerned fully updated as to the progress of any investigations and response. You will have a single point of contact throughout the complaints process for any updates or questions regarding the progress.

REAL staff are all directly employed by REAL Fundraising and although are ambassadors for their charity client they report to REAL Fundraising. As a result all staff are fully trained on how to deal with complaints so that the member of the public is fully aware that the fundraiser is a paid REAL employee, we are committed to dealing with complaints swiftly by having all staff wear an ID badge that includes a freecall number. Furthermore the fundraisers are trained to ALWAYS give their name, ID badge number and the 0800 whenever confronted even if they believe they are innocent.

### **Lodging a complaint.**

Please give us as much detail as you can so that we can follow up the complaint appropriately. It is vital that we identify the Fundraiser/s involved and we therefore need their name and or ID number. All staff are trained to volunteer their name and ID number should this ever be requested. Failure to do so is in breach of our training and complaints policy. If the identity of the fundraiser cannot be obtained and therefore supplied by the complainant, a full description may help identify the Fundraiser.

All complaints can be submitted [here](#) or by emailing [complaints@realfundraising.org](mailto:complaints@realfundraising.org). The preferred method of complaints submission is in writing however, should you be unable to submit a written complaint you can also lodge a verbal complaint by calling (freephone) 0800 612 6078 (this line is open 8am – 6pm Monday – Friday).

Please be sure to include within the complaint: -

- I. a description of the fundraiser(s),
- II. the location, time, date

- III. a description of what they said, how they acted or behaved
- IV. anything that could help us to identify why you felt the need to complain
- V. how the actions of the fundraisers made you feel.

If we are not able to identify the Fundraiser involved, we may not be able to action the complaint as effectively as both REAL and the complainant would like. Should an initial complaint be logged with us but more information is required to action/close the investigation/complaint response and this is not received within 2 months although we will have immediately addressed the complaint that was raised with all possible staff we will have to close the complaint.

**How REAL will deal with your complaint.**

On receipt of the completed Client Complaint Report, the Account Manager will inform the relevant Field Operations Manager (FOM) of the complaint, fill in the initial details on the Complaint Response Report and email this to them for their response and outcome.

As soon as the FOM is notified of the complaint, they will call the Fundraiser involved and talk through the incident. The FOM will then write up the Fundraiser's initial response and obtain their agreement that the statement is a fair and true reflection of their account. The FOM with advice from our HR Director (when needed) will then decide what action is required and follow up as appropriate. Further action may include further training, mystery shopping and/or a disciplinary hearing(s). The actions required, and initial response will be noted on the Complaint Response Form and sent to the Account Manager who will in turn forward this on to the Charity/Complainant to keep them fully briefed on the process.

We aim to respond to all complaints within 2 working days of obtaining the full details of the complaint however REAL may need further time to complete the response pending HR meetings and procedures. If we require longer than 2 working days to respond you will be informed of this. If a further follow up response is required, we will add this information to the complaint form explaining the action taken and outcome and learnings that have resulted, and will send this to the client/complainants (*see below. Complaint Response Report*).

Anonymity shall be provided to all complainants their personal information shall never be shared with the staff member(s) whom have had the complaint raised about them and shall be held in strict confidence. No one shall be subjected to victimisation or harassment by raising a complaint about REAL Fundraising or its employees.

Following the completed outcome of the complaint investigation and written confirmation from REAL Fundraising that the complaint investigation has been closed the complainant may feel that the complaint has not been handled appropriately or the outcome of the complaint does not satisfy them. The complainant may appeal the complaint outcome by email to the Managing Director Liam McEntegart [here](#).

Following an internal appeal to the Managing Director of REAL, the complainant may seek to escalate the complaint to the [Fundraising Regulator](#) or the [Scottish Fundraising Standards Panel](#) details of both processes can be found on their respective websites.

# Complaint Report

Ref: Charity 2018/01

## Details

<b>Client:</b>	Charity
<b>Complaint forward by:</b>	
<b>Date forwarded:</b>	
<b>Account Manager:</b>	
<b>Date of response:</b>	
<b>Copied to:</b>	James Davis (MD - Ops), Liam McEntegart (MD - Clients), Lewis Honney (HR Director) – PLUS Ops Manager

## Incident

<b>Complainant:</b>	
<b>Complainant's mandate ref:</b>	
<b>Date of incident:</b>	
<b>Location of incident:</b>	
<b>Fundraiser involved:</b>	
<b>Team Guide:</b>	

<b>Details of complaint:</b>	
<b>Main concerns</b>	

## Field Ops initial response

<b>Fundraiser statement:</b>	
<b>Field Ops response:</b>	
<b>Field Ops actions taken:</b>	

## Field Ops further response if required

<b>Field Ops response:</b>	
<b>Complaint closed:</b>	