

## Complaints Policy & Procedures



FUNDRAISING

### Aim

Unique Fundraising Ltd 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. We aim to meet all standards set in the Fundraising Regulator Code and Rulebook for Private Site Fundraising and provide the best possible service to demonstrate our commitment to clients and other stakeholders.

Our policy is in place to;

- Provide a fair complaints procedure which is clear and easy to follow for anyone involved in the process, including the client and management.
- To publicise the existence of our complaints procedure so that people know who and how to contact us to make a complaint.
- To make sure everyone at Unique Fundraising Ltd knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and consistently, and complainants are investigated, and action taken within a 48-hour (working days) timeframe, whenever possible, allowing for a face-to-face investigation by a CTSO.
- 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.

### Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Unique Fundraising Ltd. Complaints may come from clients, supporters, players, or members of the local community. A complaint can be received verbally, by phone, by email or in writing.

This includes a complaint expressing concern or dissatisfaction with the fundraising/ sign-up process in respect of Covid-19. This may be fundraiser conduct and/or the measures taken to meet with government guidelines, industry/ company/ charity client standards.

## Contact Details for Complaints

Overall responsibility for this policy and its implementation lies with the HR department. The point of contact for all complaints at Unique Fundraising Ltd, [hr.department@uniquefundraising.org](mailto:hr.department@uniquefundraising.org). All complaints will be logged, investigated, and dealt with as quickly and efficiently as possible.

## Recording/ reporting and monitoring of Complaints

Complaints are continually reviewed to identify trends which may indicate a need to take further action. All complaints are recorded on the Unique portal which is managed by the HR department with 'real time' access for all charity clients to view each stage of the process.

## Procedure for Handling Complaints

Confidentiality - all complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. The process for handling complaints is as follows;

- Details of the complaint received from the Charity/ Complainant via email, telephone or in person.
- Full details of the incident including; date, time, location, fundraiser involved, and description of the incident inputted onto the portal by either the HR department or supporter services of the charity client.
- If the complaint is inputted by the Charity, any comments by the Charity to be logged and the complaint is forwarded on to HR.
- HR Comments added and passed on to a field-based Compliance Training & Sales Officer (CTSO) for investigation. Any requests for any further information/clarity in respect of a complaint will be sought from the charity via email or the complainant directly, as appropriate. This may include a description of the fundraiser if not already supplied.
- Complaint investigated by CTSO, face to face whenever possible and 'Fundraisers comments' and 'Area Managers comments' completed on the portal. Passed back to HR.
- All comments considered, and compliance checks conducted by HR Department, (including a check of the fundraiser's complaint/ anomalies history/ mystery shop reports and overall conduct).
- HR recommendation for course of action made in line with the Contract for Services Agreement (for contractors), or the Company Disciplinary Policy (Stage 1 to 4 process) (for employees).
- Recommendations of the HR department discussed with the Directors for endorsement/ approval.
- Discussions held with the charity client, at the weekly conference call or as deemed necessary to obtain the charity's endorsement/ approval for the proposed course of action.
- Case to be dealt with in one of the following ways:

### For Employees

- No further action required - placed on file and employee to be monitored by Line Manager/ HR for any further incidents.
- To attend/complete further training.
- Disciplinary Policy implemented – investigation/ disciplinary meeting held with the employee to fully establish the facts. Possible actions following the investigation:
  - Case dismissed with no further actions to take.
  - Issued with 'Stage 1' Verbal Warning/ 'Stage 2' Written Warning or 'Stage 3' Final Written Warning as appropriate. Follow up letter issued informing of the decision & the actions which could follow should there be further incidents. Further training implemented as deemed necessary.
  - Stage 4 – Dismissal - termination of contract.

### For Contractors

- To be monitored by Area Manager/ HR for any further incidents
- To attend refresher compliance training or on-the-job training by a Manager/ CTSO in the field, as deemed appropriate.
- Contractor removed from the campaign (as agreed with the charity client).
- Termination of Contract for Services Agreement.

### Complaint recorded and logged under one of the following categories:

- Sponsorship Length
- Sponsorship Amount
- Conduct of Fundraiser
- Type of Fundraising
- Cancellation
- Incorrect Data
- Appearance & bearing of fundraiser
- Incomplete consolidation

The complaint will then be forwarded on to the charity client for final comment before closing and actions taken by the HR department.

### Subsequent Actions

- A mystery shop will be arranged for the fundraiser cited in the complaint, irrespective of the outcome of the investigation.
- Any recurring patterns or issues affecting the overall Campaign or Industry working practices to be communicated to all staff/ fundraisers. Appropriate action taken to address the issue, including liaising with the client and re-training as required.

Review

This policy is reviewed at least annually by the HR department and updated with any changes as they occur.