

# **Spitalfields Crypt Trust**

## **Fundraising Complaints Policy**

### **1. Introduction**

We are grateful to everyone who donates, fundraises, or supports SCT and helps more people recover from homelessness and addiction.

We aim to treat all our supporters with care, respect and be transparent in all of our fundraising activities. Getting our fundraising activities right is important to us and whether you have a comment or complaint, we welcome your views.

### **2. Who is this policy for?**

This policy is for individuals and organisations and would like to share their views on our fundraising activities. This includes (but is not limited to) donors, event participants and appeal recipients.

This policy doesn't apply to SCT team members (employees and volunteers), who wish to comment on fundraising, services or volunteering **who can complain via our whistleblowing policy.**

### **3. Comments**

If you have had a great experience that you would like comment on that's enormously helpful. Not only is it a boost for the SCT team, commenting on a positive fundraising experience is an invaluable learning tool which helps us to:

- Understand what we are doing well.
- Share feedback with the team and other people who are involved in the fundraising activities.
- Plan future activities with confidence.
- Track perceived quality of our work.
- Know if different messages, stories or experiences are received as intended.

We will record and monitor comments, and use the feedback to review our activities.

### **4. Complaints**

As a charity that values learning and the views of our community, we recognise that we may not always get things right.

If this happens, you deserve a straightforward and satisfactory way to complain about your fundraising experience.

We will record and report on fundraising complaints including to our Board of Trustees and in our published annual report & accounts. Our senior management team will also review our complaints quarterly, to look for trends, consider learnings and consider whether our practices can be improved.

We know that complaining can sometimes be an uncomfortable experience, so we endeavour to provide the following measures to ease the experience for you:

- Limit who can see your personal data, only those who are directly involved in investigating or resolving the complaint will have access to the information you provide.
- Handle any personal information you provide in a way that is compliant with the latest data-legislation.
- Respond to your complaint within four weeks of receipt.
- Give you a named contact.

As a guide, we will treat the following issues as complaints. Please note this is not an exhaustive list:

- Inappropriate/improper fundraising methods.
- Professional incompetence/misconduct.
- Conflicts of interest and the relationship with SCT being used for significant private advantage.
- Non-compliance with SCT's own policies.
- Criminality or non-compliance with relevant laws and regulations.

You have the right to remain anonymous, but if you do, please be aware that this may limit our ability to investigate the complaint fully and respond to you.

Under some circumstances we may not be able to respond to a complaint, including where:

- You have not provided your contact details.
- Your complaint is not about SCT.
- Your complaint has been sent to us and other organisations as part of a bulk mailing or mass email.

To share a comment or make a complaint about SCT's fundraising activities please:

- Email: [fundraising@sct.org.uk](mailto:fundraising@sct.org.uk)
- Write to: Spitalfields Crypt Trust Fundraising Team, 50A Acton Mews, London E8 4EF

Journalists enquiring about SCT's fundraising activities or practices should contact [communications@sct.org.uk](mailto:communications@sct.org.uk)

## **5. Complaints process**

- We will acknowledge complaints sent via email or post within five working days of receipt.
- In that acknowledgement, we will outline the process we'll follow to investigate your complaint.
- We will aim to provide a full response within 30 working days.
- If we are unable to respond within 30 working days, we will advise you of when you can expect to receive a response.
- When we provide a full response to your complaint, you will be given the opportunity to appeal the outcome.
- Appeals will be referred to our Chief Executive. If the complaint relates to the Chief Executive, then the complaint will be referred to a member of our Trustees board.

## **6. Appealing our response to a complaint**

Please follow these steps to appeal an outcome of a complaint:

- Submit an appeal in writing using the above contact details within 15 working days from the date of our complaint response.
- Provide new information that is relevant to the complaint that you have not previously submitted.
- Outline if/where we have failed to fully consider the information you previously submitted.
- We will acknowledge appeals within 15 working days of receipt.
- We will aim to provide a full response to your appeal within 30 working days.

Our response to an appeal will be final and there will be no further redress within SCT.

If you are still unhappy with our response after your appeal, there are external organisations to whom you may refer.

## **7. Taking your complaint to external organisations**

We will always aim to fully investigate and satisfy your complaint but if this is not possible, you are entitled to raise your concerns with the relevant external body including:

- [The Charity Commission \(England & Wales\)](#)
- [The Fundraising Regulator](#)
- [The Advertising Standards Authority](#)
- [The Information Commissioner's Office](#)