



HALL FOR CORNWALL

FUNDRAISING COMPLAINTS POLICY

Hall for Cornwall (HfC) is registered with the Fundraising Regulator and an organisational member of the Institute of Fundraising. Members of the Fundraising team are also registered with the Institute of Fundraising - the professional membership body for UK fundraising which provides guidelines on best practice in the charity sector. As such we abide by the Code of Fundraising Practice and are bound by industry standards. We keep our fundraising practices under review and work with others with the aim of improving practice across the charity sector.

HfC is committed to fundraising in a way that is legal, open, honest and respectful. We always try our best to give an excellent service to anyone who engages with our fundraising work, so are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.

How do I make a complaint?

Any individual or group can make a complaint, or a complaint can be made on behalf of someone else (in cases where a complaint has been made on behalf of someone else, we will be mindful of data protection issues when responding).

Complaints regarding fundraising can be made to Charlotte Somers, Marketing & Business Development Director, in the following ways:

- By email to: charlottes@hallforcornwall.org.uk
- By telephone: 01872 321979
- In writing to: Charlotte Somers, Marketing & Business Development Director, Hall for Cornwall, Back Quay, Truro TR1 2LL
- Any individual who posts negative feedback on Hall for Cornwall social media channels will be invited to discuss their fundraising concerns further with a relevant staff member and / or to make a formal complaint via the channels above.

What will be done with my complaint?

- We will acknowledge and provide an initial response within 10 working days of receiving it.
- We will appoint a manager of suitable seniority to investigate the complaint and inform you of the name of the person who will be investigating your complaint.
- While we expect to be able to resolve most complaints within that timeframe if we need to conduct a more in-depth investigation we will aim to provide you with a full response within 20 working days. If, due to exceptional circumstances, we are unable to meet that deadline we will of course let you know.

What can I do if I'm not happy with the response I get?

- If you are not happy with the response you receive, you can escalate your concerns to Julien Boast, Director, at the above address who will consider the matter in more detail. The Board of Trustees are informed of serious complaints and unresolved complaints.
- If you are not satisfied with the final response you have received from us you have the opportunity to refer your complaint to [the Fundraising Regulator](#) within two months of our response, by:
- Submitting your complaint through the Fundraising Regulator website: <https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach>
- Contacting the Fundraising Regulator on 0300 999 3407
- Further details about the Fundraising Regulator and their Complaints Procedure may be found at <https://www.fundraisingregulator.org.uk>

This policy is reviewed annually.

March 2020