

## **R.A.B.I. fundraising complaints policy and procedure**

### **Fundraising complaints policy**

Fundraising is a vital part of R.A.B.I.'s work – we depend on voluntary donations to help farming families in financial need.

Fundraising in the UK is regulated by The Fundraising Standards Board (FRSB). As a member of the FRSB scheme and the Institute of Fundraising, R.A.B.I. agrees to adhere to the highest standards of good practice in fundraising and abide by the FRSB's 'Fundraising Promise'<sup>1</sup>.

Membership of the scheme is indicated by the use of the FRSB logo on our fundraising materials. By participating in the scheme R.A.B.I. wants to show supporters that it raises money from the public openly, honestly and properly, according to recognised codes of practice.

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#### **<sup>1</sup> The Fundraising Promise:**

##### **We Are Committed to High Standards**

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds, comply with the Code and with this Promise
- We comply with the law including those that apply to data protection, health and safety and the environment

##### **We Are Honest and Open**

- We tell the truth and do not exaggerate
- We do what we say we are going to do
- We answer all reasonable questions about our fundraising activities and costs

##### **We Are Clear**

- We are clear about who we are, what we do and how your gift is used
- Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive
- We give a clear explanation of how you can make a gift and amend a regular commitment

##### **We Are Respectful**

- We respect the rights, dignities and privacy of our supporters and beneficiaries
- We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision
- If you tell us that you don't want us to contact you in a particular way we will not do so

##### **We Are Fair and Reasonable**

- We take care not to use any images or words that cause unjustifiable distress or offence
- We take care not to cause unreasonable nuisance or disruption

##### **We Are Accountable**

- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint. We have a complaints procedure, a copy of which is available on request. If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication

## **How to make a complaint**

We realise that complaints, whilst regrettable, are a valuable part of supporter feedback. We aim to receive none, but if we do, we regard them as an opportunity to learn and if necessary change our fundraising practice.

If you are unhappy with anything we have done whilst fundraising, please let us know by writing to our chief executive Paul Burrows, either by email to paul.burrows@rabi.org.uk or by letter to him at R.A.B.I., Shaw House, 27 West Way, Oxford OX2 0QH.

We will investigate and reply to the issues you raise. If we cannot resolve your complaint, we accept the authority of the FRSB to make a final adjudication.

To help us investigate your complaint please let us have the following information:

- What has happened
- When it happened
- Who it involved
- Where it happened
- If your complaint involves any of our printed material, then we would be grateful if you would send this to us, to better enable us to understand your complaint.
- A clear description of the complaint and what action you'd like us to take
- Your full postal address, telephone number and email address (if you have one).

## **What happens when I complain / Fundraising complaints procedure**

R.A.B.I.'s fundraising complaints procedure is headed by the chief executive Paul Burrows.

If you make a formal complaint about our fundraising activity, you should expect to hear from us within 14 days. Our aim is to respond in full within this time but if this isn't possible we will inform you that we are looking into your complaint and when you can expect to receive a full reply.

Once complaints are received:

- Fundraising complaints go to the chief executive's office for acknowledgement, logging and recording.
- Complaints are passed to the fundraising team and investigated with the help of national and regional staff and volunteer committee members, as appropriate.
- The fundraising team drafts a response, and this is then passed back to the chief executive's office for discussion and approval or amendment before being forwarded to the complainant.
- Feedback on the complaint is given back to the fundraising team and discussed with national and regional staff and volunteer committee members, as appropriate.

- Complaints are monitored and tracked, and quarterly reports are presented to trustees.
- Reports are analysed and evaluated, and if changes to fundraising practices are required, they are implemented.

### **What happens if I am not satisfied with the outcome of your investigation into my complaint?**

The Fundraising Standards Board **will not** deal with a complaint until it has been through our complaints procedure. They will refer the complaint back to R.A.B.I. to deal with.

If you are not satisfied with the result of our investigation and you still believe that there has been an infringement of the Institute of Fundraising Codes of Practice or the Fundraising Promise, you can then refer your formal complaint to:

**The Fundraising Standards Board**  
**Hampton House**  
**20 Albert Embankment**  
**London**  
**SE1 7TJ**

**Tel: 0845 402 5442**

**Fax: 0845 402 5443**

**Website: [www.frsb.org.uk](http://www.frsb.org.uk)**

You must refer your complaint to the Fundraising Standards Board within two months of receiving our response to your complaint.

When the Fundraising Standards Board receive your complaint, they will contact R.A.B.I. to notify us and to gain background information about the complaint. The complaint will then be investigated and they will seek to achieve resolution with all parties concerned within 30 days.

### **The Fundraising Standards Board upholds or rejects a complaint**

if you are still not satisfied, you can seek adjudication by the Fundraising Standards Board. They will review the complaint and report their conclusions within 60 days. The Board has the discretion to specify that either no further action is appropriate or to censure R.A.B.I. and prescribe more actions.