

## **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. R.A.B.I wants to assure supporters that we raise money from the public openly, honestly and properly. As a subscriber to the Fundraising Regulator, R.A.B.I agrees to adhere to the highest standards of good practice in fundraising and abide by the Code of Fundraising Practice. Our subscription to the Fundraising Regulator is indicated by the use of their badge on many of our promotional materials.



### **How to make a complaint**

We realise that complaints, while regrettable, can be a source of valuable supporter feedback. We are proud to say that we haven't received a complaint in a long time. However, any complaint that we do receive, we regard as an opportunity to learn and if necessary change our fundraising practice. If you are unhappy with anything we have done in the course of our fundraising activity, please let us know by writing to our chief executive Alicia Chivers, either by email to [alicia.chivers@rabi.org.uk](mailto:alicia.chivers@rabi.org.uk) or by letter 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 Fundraising Regulator to investigate and if necessary, make a final adjudication.

To help us investigate your complaint, please provide the following information:

- What happened?
- When did it happen?
- Who was involved?
- Where did it happen?
- If your complaint involves any of our printed material, then please send a copy to us, to enable us to better understand the precise nature of your complaint
- A clear description of the complaint and what action you'd like us to take
- Your full postal address, telephone number and/or, if you prefer, your email address.

### **What happens when I complain?**

R.A.B.I's fundraising complaints procedure is headed by the chief executive, Alicia Chivers. 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. Upon receipt of a complaint:

- It will 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 if appropriate, volunteer committee members
- The fundraising team will draft a response, which is then passed back to the chief executive's office for discussion and approval, or amendment; before being signed and sent to the complainant

- Any further feedback from the complainant will be shared with the fundraising team and national and regional staff and if appropriate, volunteer committee members
- The full details of the complaint will be reported to R.A.B.I's Council of trustees at one of their quarterly meetings
- The report will be evaluated, and if one or more changes to fundraising practices are required, they will be implemented, either with immediate effect, or no later than following the assessment at the next quarterly Council meeting.

**What happens if I am not satisfied with the outcome of R.A.B.I's investigation into my complaint?**

The Fundraising Regulator will not deal with a complaint until it has been through our complaints procedure. In other words, if they receive a complaint before it is sent to R.A.B.I, they will refer it back to us. If, four weeks after your original complaint, you are not satisfied with the result of our investigation and you still believe that there has been an infringement of the Code of Fundraising Practice, you can then refer your formal complaint to:

**Fundraising Regulator**

**2nd floor, CAN Mezzanine Building**

**49-51 East Road**

**London**

**N1 6AH**

**Tel: 0300 999 3407**

**Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)**

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

You should refer your complaint to the Fundraising Regulator no sooner than four weeks after your original complaint and no later than eight weeks after. The complaint should then be investigated by the Fundraising Regulator, part of which will require R.A.B.I to respond to them within two weeks (although more time may be allowed in complicated circumstances). Similarly, the time taken to investigate fully will depend on the complexity of the case, although the Fundraising Regulator aims to complete investigations within 13 weeks of receipt.