



Fundraising Complaints Policy

Building trust with donors is crucial for us to raise the funds we need to support our vital services. We are regulated by the Fundraising Regulator and comply with their Code of Fundraising Practice. As such we ensure all our fundraising is: Legal, Open, Honest and Respectful. We believe that all feedback is useful, and we have a procedure to ensure that any complaints are handled appropriately and robustly to secure the best outcomes.

Handling fundraising complaints at Young Epilepsy and St Piers ¹

We work in partnership with all stakeholders (including parents, carers, children, young people, funding agencies, funders and donors) and seek to improve our fundraising by paying close attention to their concerns.

- We aim, wherever possible, to resolve concerns swiftly through open, informal discussion between the complainant and Young Epilepsy and St Piers management.
- All complaints are received and managed with openness, integrity and respect.
- Complainants should feel that their complaint has received full attention.
- All complaints are fully investigated and responded to as promptly as possible.

Our staged approach to managing complaints means that complaints are handled by different levels of management within the fundraising and executive teams, depending on the nature of the complaint.

We consider complaints based on their severity/complexity and they may range from an informal concern, which is resolved swiftly but not reported, to a formal complaint which may take longer to resolve and will be formally reported in the Annual Report.

If a complainant is dissatisfied with the complaint outcome, they are directed to our escalation process. If still not satisfied, complainants may raise their complaint with the Fundraising Regulator. The Regulator will consider a complaint if Young Epilepsy and St Piers is considered to have:

- made misleading or excessive requests for donations
- been disrespectful or treated a donor unfairly when seeking donations
- not been transparent or open about the relationship we have with a third party
- failed to respect the donor's wishes
- not dealt appropriately with a complaint made about fundraising

¹ This policy and associated procedure is separate from the Young Epilepsy/St Piers Compliments, Concerns and Complaints procedure and the annual complaints report to Trustees.



We record and monitor all complaints, and this information is reviewed by senior managers and the Trust Board to ensure that any reoccurring messages and trends are recognised and acted upon. We report on the number and nature of fundraising complaints in our Annual Report.

Our complaints procedure is made accessible to all stakeholders via our website.

This procedure is agreed by Fundraising and Engagement Committee and will be implemented by all Departments.	
Signed: <i>S. Brighton</i>	Date: 08/08/23
Name: Sally Brighton Title: Director of Fundraising	
	Date of next review: August 2025





Version table

Date of creation:

Approved by:

Version no.	Date of changes	Reasons for change	Changes made by
1	08/08/2023	New policy to meet Auditor's requirements for publishing on our websites	Sally Brighton



