



## **FoodCycle Fundraising Complaints Policy**

FoodCycle is committed to delivering the highest standard of service to anyone who engages with our work. As set out in **our fundraising promise** and through our membership of the **Fundraising Standards Board (FRSB)**, we are committed to accountability, transparency and professionalism at all times. If you have a complaint, query or concern regarding FoodCycle's fundraising activity we want to know about it and will take it very seriously.

Please direct any complaints about our fundraising activity to FoodCycle's fundraising department.

Phone: 020 7729 2775

Email: [hello@foodcycle.org.uk](mailto:hello@foodcycle.org.uk)

We will take as much information as we can over the phone and endeavour to answer the complaint right away. If we do this and you are satisfied with the response, we will take your contact details and acknowledge the complaint in writing within 10 working days – including a summary of the telephone conversation. If you are not satisfied after the initial phone conversation, we will acknowledge your complaint in writing within 10 days and confirm that we will deal with it within 20 working days.

In any case, we will note your complaint in an annual report submitted to the Fundraising Standards Board, detailing all complaints and queries made to FoodCycle in the year.

We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst 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 we are unable to meet that deadline due to exceptional circumstances, we will let you know.

As with a telephone complaint, we will note your complaint in an annual report submitted to the Fundraising Standards Board, detailing all complaints and queries made to FoodCycle in the year.

NB If the complaint cannot be adequately investigated within 20 working days of initially receiving it due to exceptional circumstance, we will let you know as soon as possible. At this stage, we will endeavour to respond in full within 40 working days of receiving the complaint.

## **Our complaints procedure**

After receiving a complaint, we will firstly establish the area of our operation the complaint involves. Having consulted with the relevant staff, we will make contact with the Chair of Trustees or other appropriate person to inform them of the situation and gather any relevant information regarding the materials and /or circumstances of the case.

If a third party is involved, for example a supplier or contractor, we will also speak to them to gather any information about the circumstances of the complaint. We will take care to record all the important points and file these with the case.

Having gathered all the relevant information, we will meet with the Chair of Trustees (or another person appointed in the Chair's absence) and the staff concerned, we will include suppliers if they have been implicated.

The assessment meeting should set out the nature of the complaint and determine what action needs to be taken. If the complaint is about fundraising then we will make a note on whether it is about an alleged breach of the Institute of Fundraising's Code of Fundraising Practice and/ or the Fundraising Standards Board Fundraising Promise. The FRSB will need this information if the complaint is referred to them. The outcome of the meeting will typically produce one or two options:

- The complaint is justified. We will then write to you to apologise and let you know that the complaint has been used to improve on our future fundraising activities and how this will be done. We will also instigate action to prevent any recurrence of the problem.
- The complaint is not justified. We will write to you to explain that we will not be changing our fundraising practices and give clear reason(s) for our position. We will always take complaints very seriously and assure you the investigation will be as thorough as possible. Accurate records will be kept of all investigations.

In any case, we will note your complaint in an annual report submitted to the Fundraising Standards Board, detailing all complaints and queries made to FoodCycle in the year.

## **If you are still not satisfied**

If you feel that our fundraising team has not adequately responded to a complaint, please contact the Fundraising Standards Board. They will conduct an official investigation into your concerns and report their findings to you within 30 days.

Please contact the FRSB in writing by post or email at:

Fundraising Standards Board  
65 Brushfield Street  
London  
E1 6AA

[complaint@frsb.org.uk](mailto:complaint@frsb.org.uk)

If you are still dissatisfied, you can request that the Board of directors of the FRSB look into your complaint. They will do so and get back to you with a response within 60 days. Their decision at this stage is final. As a member of the FRSB, FoodCycle abides by the decisions made by the FRSB Board.

You can also submit a complaint through the FRSB website:

[www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk)

Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident.

If your complaint is related to an area of our work outside of fundraising, you can contact The Charity Commission:

PO Box 1227

Liverpool

L69 3UG

0845 3000 218

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)