

## FUNDRAISING COMPLAINTS POLICY

Dame Vera Lynn Children's Charity is committed to fundraising in a way that is legal, open, honest and respectful. We recognise the importance of continuous improvement and view any complaint received as an opportunity to improve our approach and procedures.

### **We commit to ensuring that:**

- People who support us and the wider public know how to make a complaint and can do so easily.
- Anyone making a complaint can expect it to be dealt with sensitively, honestly and fairly.
- Complaints are dealt with in a timely and efficient manner.
- All staff are aware of and confident following the fundraising complaints policy.
- Complaints are reviewed on a regular basis to inform our approach to fundraising and process any improvements necessary.

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

Complaints can be made in writing and addressed to:

**Dame Vera Lynn Children's Charity, Unit 1 The Courtyard, Holmsted Farm, Staplefield, Cuckfield, West Sussex RH17 5JF.**

Complaints can be made by email to: [info@dvfcc.org.uk](mailto:info@dvfcc.org.uk)

Complaints can be made by telephone to: **01444 473274**

### **What will be done with my complaint?**

- All complaints will be acknowledged within two working days of receipt.
- We will appoint a staff member or manager to investigate the complaint.
- We will inform you of the name of the person who will be dealing with your complaint.
- We aim to resolve complaints within ten working days of receipt. If you feel that the problem has not been satisfactorily resolved, you can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chair of Board of Trustees.
- We will keep you informed of the progress of your complaint once it has been passed to the Board of Trustees and a definitive reply should be received within 28 days.

### **What can I do if I am not happy with the response I receive?**

- If you are not satisfied with the final response you receive from us, then you have the opportunity to refer your complaint direct to the Fundraising Regulator.  
[www.fundraisingregulator.org.uk/make-a-complaint/complaints-procedure](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints-procedure)