

Fundraising Complaints Policy

If you would like to raise a concern or make a complaint about our fundraising, you can do so using the process below.

Your views are important to us and we take every concern and complaint seriously. We are committed to high standards but we realise that sometimes things can go wrong and that not everyone will agree with everything we do.

We welcome feedback because it enables us to develop and improve what we do, and make sure we communicate with our supporters in ways which they value. We promise to take your complaint seriously, and to respond quickly to your concerns.

Definitions

CRCC defines a concern as ‘an expression of worry or doubt over an issue that relates to CRCC and is considered to be important, for which reassurances are sought’.

CRCC defines a complaint as ‘an expression of dissatisfaction (with the organisation or with a specific/named individual, such as a member of staff or volunteer) however made, about actions taken or a lack of action that relates to CRCC and that requires a formal response’.

Monitoring and reporting

Trustees of CRCC will receive an anonymous summary of formal complaints made and their resolution on an annual basis, however, all formal complaints will be discussed with the trustees as they arise.

Our complaints process

We ask that you raise your concerns promptly and, if you are making a complaint, it is your responsibility to do so in writing within eight weeks of the issue arising.

When you contact us, please explain the issue as clearly and fully as possible, allow CRCC to deal with the matter within the time frames specified below whilst recognising that some circumstances may be beyond CRCC’s control.

1. You should initially contact the charity’s Centre Manger directly.

You can do this in one of the following ways:

Call: 01223 313551
Email: fundraising@cambridgerapecrisis.org.uk
Write: Cambridge Rape Crisis Centre
Box R, 12 Mill Road
Cambridge CB1 2AD

Our Centre Manager will respond to you as quickly as possible and within 10 working days, and will do everything they can to resolve your concerns at this stage. If you contact us by telephone, we would hope to be able to address your concerns there and then.

2. If you are not satisfied with the initial response, you can contact the charity's Director.

You should address your concern in writing by post or email to the Director (see contact details in stage 1). You should mark your letter 'Fundraising Complaint'.

You can expect your complaint to be acknowledged within 10 working days of receipt. You should get a response to your complaint within 25 working days.

3. If you are not satisfied with this response, you can contact the charity's trustees.

You should address your concern in writing by post, at the address above, to the Chair of Trustees and ask for your complaint and the response to be reviewed.

You can expect the Chair to acknowledge your request within 10 working days of receipt and a response within 28 working days. If the Chair is away, the matter will be dealt with by another member of the Board of Trustees.

CRCC's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

We would always seek to ensure your concerns are fully addressed when you contact the charity, and when things do go wrong we appreciate you giving us the opportunity to put them right.

4. If your complaint is still unresolved, you can refer your complaint to the Fundraising Regulator.

We recognise there may be times when you would wish an independent body to investigate your concerns. Cambridge Rape Crisis Centre is a member of the Fundraising Regulator. The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly and properly. They will investigate your complaint and report their findings to you.

In order to ask the Fundraising Regulator to investigate, you must first have given us the opportunity to resolve your concern or complaint through our own internal process. If after our process is complete, you are not satisfied that the issue has been resolved, you can refer your complaint to the Fundraising Regulator.

You can find out about the Fundraising Regulator's complaints process on their website (see below).

Cambridge Rape Crisis Centre agrees to abide by decisions made by the Fundraising Regulator.

The contact details for the Fundraising Regulator are:

Eagle House
167 City Road
London
EC1V 1AW
Tel: 0300 999 3407
Email: admin@fundraisingregulator.org.uk
Web: fundraisingregulator.org.uk

Policy Version: Version 2

This policy was ratified by the Board of Trustees on the 6 December 2022.

This policy was last reviewed (NAA/CB) on the 9 May 2024.

This policy will be next reviewed by the 9 May 2027.

Cambridge Rape Crisis Centre

Box R, 12 Mill Road, Cambridge CB1 2AD

T: 01223 313 551 | E: contact@cambridgerapecrisis.org.uk | W: cambridgerapecrisis.org.uk

Registered Charity No. 1179871

