

FUNDRAISING COMPLAINTS PROCEDURE

Morecambe Bay Partnership is committed to ensuring that fundraising activities are always appropriate and responsible. Despite this commitment, we acknowledge that sometimes things can go wrong. If this happens, we encourage individuals to inform us so that we can try and resolve the issue as early as possible. We have a set procedure for dealing with fundraising complaints when they do arise, to ensure that they are dealt with fairly and appropriately and that we learn from any mistakes which have been made.

How to make a complaint about fundraising – initial contact

You can email us at info@morecambeabay.org.uk

You can leave a message on our phone: 07880 345754

You can write to us at Stricklandgate House, 92 Stricklandgate, Kendal LA9 4PU

Once we have received your complaint, we will:

First Stage:

We will make a written record of your complaint and then try to resolve your complaint informally within 5 days. We will inform you of what action we intend to take to resolve the problem or to ensure that it does not happen again.

Second Stage:

If we cannot satisfactorily respond to your complaint informally, we will ask you to put your complaint in writing, giving full details (unless you have already done so). This will enable us to ensure that we have recorded your complaint accurately. Once we have received your written complaint, we will undertake an investigation. We will give you written notification of the outcome within fourteen days. If for any reason it will take longer, we will notify you of the delay and our expected timescale for responding to you. We may need to contact you for further information. You will be notified in writing of the outcome of the investigation and what action we propose to take.

Third Stage:

If you are not satisfied with the outcome of stages 1 or 2, you should contact us again, asking for the complaint to be referred to the Chief Executive or Chair of the Board of Trustees, outlining why you feel your complaint has not been resolved appropriately and what action would be acceptable to you. You will be notified in writing of the outcome of their investigation and what further action we propose to take to resolve the matter.

If you are not satisfied with how your complaint about fundraising has been handled you can contact:

The Fundraising Regulator (for fundraising complaints)
2nd Floor CAN Mezzanine Building
49-51 East Road
London
N1 6AH
Tel – 0300 999 3407

<https://www.fundraisingregulator.org.uk/>

www.morecambeabay.org.uk

Charity No. 1173489

The Fundraising Regulator will investigate the complaint and work with Morecambe Bay Partnership and the complainant to try to resolve the problem. Once the Fundraising Regulator has received the complaint, they will contact us to gather information about the issue. We will cooperate fully and comply with any remedy proposed by the Fundraising Regulator, who will investigate the complaint and try to resolve it with all parties concerned within 30 days.

If you are still not happy with how your complaint has been dealt with:

You can ask the Fundraising Regulator to adjudicate. They will review the complaint and report their conclusion within 60 days. The Regulator has the discretion to specify that either no further action is appropriate or to censure Morecambe Bay Partnership and prescribe one or more sanctions. The Fundraising Regulator will try to pursue the case to a satisfactory conclusion for both parties.

Morecambe Bay Partnership registered charity number: 1173489