



Herts Vision Loss

## Complaints Policy – Fundraising

### 1. Introduction

This policy is intended to underpin Herts Vision Loss's commitment to adopting and following good practice in all its fundraising activities. The Charity will always endeavour to work to high standards in raising money to fund the Charity's services; but recognises the right of any individual or organisation to raise a complaint if it is felt that the Charity have not acted to those high standards.

HVL are Organisational Members of the Institute of Fundraising (IoF), which sets standards of fundraising practice and management through Codes of Practice. In addition, it is a Member of the Fundraising Standards Board which has a brief to ensure adherence to the IoF's Codes of Practice and the Fundraising Standards Board's own Fundraising Promise which commits organisations to the highest standards of practice and ensuring that all fundraising activities are open, fair, honest and legal.

The Fundraising Standards Board also provides a channel for complaints; starting with the organisations own procedure and will take on the later stages of any complaint if it cannot be resolved at local level. This policy details that procedure.

### 2. Scope

This policy is designed to deal with complaints within the scope of the Fundraising Standards Board's procedure, i.e. breaches of the Institute of Fundraising's Codes of Fundraising Practice and/or breaches of the Fundraising Promise. The Fundraising Standards Board will only deal with a complaint if the complainant has been through the charity's internal procedures first but was not satisfied with the decision.

Anyone who requests information on making a complaint will either receive a copy of this policy and our Fundraising Promise within 14 days of making the enquiry or, alternatively, will be directed to the Charity's website, where these documents can be viewed and downloaded.

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The complaint must be made to Herts Vision Loss within three months of the incident complained about.

### **3. Complaints Procedure**

Any complaint to be addressed to the Complaints Coordinator in the first instance; contact details at the end of this document.

#### Stage 1 – Internal procedure

The Complaints Coordinator will acknowledge receipt of the complaint within 14 days and record the complaint on a Fundraising Complaints Form.

The Complaints Coordinator will fully investigate the alleged breach of the Codes of Fundraising Practice and/or of the Fundraising Promise. Should the matter appear of sufficient seriousness then the complaint will also be investigated by a Hertfordshire

Charity for the Blind Board member. If the complaint involves the Complaints Coordinator, then the matter will be investigated by a Herts Vision Loss Board member.

The complainant will be advised of the outcome of the complaint, in writing, within 30 days of receiving the complaint and also of the opportunity to refer the complaint to the Fundraising Standards Board should they be unhappy with the Charity's response.

#### Stage 2 - Fundraising Standards Board: Secretariat level procedure

If unhappy with the Charity's decision, the complainant can refer the matter to the Fundraising Standards Board and must do so within two months of receiving the Charity's response to the complaint. Fundraising Standards Board staff will investigate the complaint and seek a resolution with all parties concerned within 30 days.

#### Stage 3 - Fundraising Standards Board: Board level procedure

If still not satisfied, the complaint will be referred to the Board of the Fundraising Standards Board for adjudication. They will review the complaint and report on their conclusions within 60 days.

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#### 4. Herts Vision Loss contacts

The Complaints Coordinator will be the Chief Executive Officer of the Charity; contact details:

Telephone: 01707 324 680

E-mail: [office@hertsvisionloss.org.uk](mailto:office@hertsvisionloss.org.uk)

Should the complaint involve the Complaints Coordinator/Chief Executive Officer, the matter should be referred to the Company Secretary who will arrange for an investigation by a Herts Vision Loss Board Member. The Company Secretary's contact details are:

Telephone: 01707 324 680

E-mail: [office@hertsvisionloss.org.uk](mailto:office@hertsvisionloss.org.uk)

#### Herts Vision Loss address:

Unit 29, The Weltech Business Centre  
Ridgeway  
Welwyn Garden City,  
Hertfordshire AL7 2AA



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