

Introduction

Ormiston Children and Families Trust (OCFT) is committed to being open and honest in all our dealings with our donors and supporters. Sometimes however we may get it wrong so we have a procedure for handling complaints about fundraising that has been independently accredited. If supporters are not happy with the way we have resolved a complaint, an investigation can be carried out by the Fundraising Standards Board (FRSB).

Contacting us to make a complaint about our fundraising

If you would like to make a complaint about our fundraising practices, please contact Abigail Paton, our Development Director, using these contact details:

Ormiston Children & Families Trust (OCFT)

Central Office

333 Felixstowe Road

Ipswich

Suffolk IP3 9BU

Telephone: 01473 724517

Email address: fundraising@ormiston.org

Website: www.ormiston.org

Phoning us about a complaint

If you choose to phone us, the Development Director will ask you about your complaint using open questions. At the end of the conversation she will summarise your call, confirming that she has understood the situation. If it is possible, the Development Director will try to resolve the problem over the phone. If this is not possible, the timescales laid out below will apply.

In either case, we will take your contact details and write to you within 14 days to acknowledge your complaint. We will include a summary of your telephone conversation and confirm that your complaint will be addressed within 30 days.

Writing to us about a complaint

If you choose to make your complaint in writing (either by post or by email) we will acknowledge it in writing within 14 days and confirm that we will seek to resolve the complaint within 30 days. We may need to contact you again if we need further information about your complaint.

Complaints which are not about Fundraising

If you raise concerns about any areas of our work which do not relate to fundraising, we will implement our general organisational complaints policy and procedure. The Development Director will be pleased to send you information about these procedures on request.

Our investigation into your complaint

Your complaint will be investigated by the Development Director. She will establish which area of our operation is the subject of the complaint and arrange a meeting with the manager responsible for that function.

If a third party is involved (for example a supplier), the Development Director will contact them as part of her investigation into your complaint.

The Development Director will also refer to the Institute of Fundraising's Codes of Fundraising Practice and/or the FRSB Fundraising Promise to establish whether our conduct involved a breach of either of these documents.

Having gathered all the relevant information from OCFT managers, third parties, and the FRSB, the Development Director will make a decision about your complaint. She will continue to contact relevant parties and/or call further meetings until she has all the information necessary to make a decision.

We will write to you within 30 days to tell you the outcome of your complaint.

- If your complaint is upheld, we will apologise and let you know how your complaint has been used to improve on our future fundraising activities. We will also instigate action to prevent any recurrence of the problem.
- If your complaint is not upheld, we will give clear reason(s) for our position and explain why we will not be implementing changes to our fundraising practices.

In exceptional circumstances, we may need more time than 30 days to gather all of the information (for example, if a key member of staff is on holiday or sick leave). If this happens, we will contact you in writing (and send a copy to the Fundraising Standards Board) outlining the situation.

We will always take complaints very seriously and our investigation will be as thorough as possible. Accurate records are kept of all investigations which are carried out. This means that if your complaint is referred to the FRSB, they will be able to thoroughly review our internal investigation.

If you are not satisfied with the way we resolve your complaint

If you are not satisfied with the way we address your complaint, you can refer the matter to the Fundraising Standards Board (FRSB). You must do this within two months of receiving our response.

The FRSB will deal with all complaints that concern a breach of the Institute of Fundraising's Codes of Fundraising Practice (which we have signed up to), or a breach of the Fundraising Promise (available on our website, www.ormiston.org). However, the FRSB

will only deal with complaints which have been raised with OCFT initially, but where you are dissatisfied with the outcome.

The FRSB contact details are as follows:

Fundraising Standards Board (FRSB)

61 London Fruit Exchange
Brushfield Street
London
E1 6EP
Telephone: 0845 402 5442
Email address: info@frsb.org.uk
Website: www.frsb.org.uk

We will ensure that details of your complaint, our investigation, and any actions we took as a result, are kept on file. We will make these records available to the FRSB if you refer your complaint to them.

If you are dissatisfied with the outcome of the FRSB investigation, you can ask the Board of Directors of the Fundraising Standards Board to look again at your complaint. Their decision will be made within 60 days and will be final. We will abide by the decision made by the FRSB Board.

Complaints which can be referred to the Charity Commission

If your concern relates to the:

- Dishonest handling of funds
- Misapplication of charitable funds
- Actions that contravene Ormiston Children and Families Trust's trust deed or charity law
- Actions that threaten to bring Ormiston Children and Families Trust into disrepute

You can contact the Charity Commission for England and Wales. The Charity Commission's details are as follows:

Charity Commission Direct

PO Box 1227
Liverpool
L69 3UG
Telephone: 0845 300 0218
Website: www.charitycommission.gov.uk

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