

Fundraising Complaints Procedure and Process

Introduction

Herts Young Homeless (hyh) is committed to delivering a high standard of service to anyone who engages with our fundraising work.

We aim to ensure that all fundraising is conducted in a way that is legal, open, honest and respectful and we are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.

hyh is regulated by the Fundraising Regulator, the independent regulator of charity fundraising. The Fundraising Regulator sets and promotes the standards for all fundraising activity, known as the “Code of Fundraising Practice”. For more information on the Fundraising Regulator, please visit its website at www.fundraisingregulator.org.uk.

What is a fundraising complaint?

A fundraising complaint is an expression of dissatisfaction or concern about the standard of service, actions or lack of action taken in relation to fundraising by hyh, our members of staff, or our volunteers.

For service user complaints, please refer to hyh’s Complaints Procedure for Service Users

How to complain

You may register your fundraising complaint with us in any of the following ways:

Email: Info@hyh.org.uk (marked for the attention of the Operations Manager)

Post: Operations Manager, Fundraising Complaints, Herts Young Homeless, 1st Floor, Gracemead House, Woods Avenue, Hatfield, Herts, AL10 8HX.

Phone: 03333 202 384

Please include your name and contact details in your email or letter so that we can keep in touch with you. You may want to complain without sharing your personal details. If this is the case, please be rest assured hyh will investigate the complaint and use the information to improve in any way we can but will be unable to advise you of the outcome.

In order to assist us with your enquiries, please also explain your concerns as clearly and fully as possible.

Our Complaints Process

We aim to respond to all complaints and concerns, and resolve them quickly, fairly and effectively. We promise to deal with your complaint sensitively.

We aim to acknowledge all complaints within 5 working days.

Your complaint will be fully investigated and the outcome of our investigation will be communicated to you within 20 working days of the receipt of your complaint. If it is not possible to give a response within that timescale, we will contact you to explain why and to provide an indication of when a full response can be expected.

If you are not satisfied

If you are not satisfied with our response, please send an email or write a letter marked for the attention of the hyh Chief Executive, at:

Email: Info@hyh.org.uk

Post: Herts Young Homeless 1st Floor, Gracemead House, Woods Avenue, Hatfield, Herts, AL10 8HX.

An acknowledgement will be sent in writing within 5 days of receiving your response, and we will aim to complete the review within 20 working days.

Fundraising Regulator

We really hope we can resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy you can ask the Fundraising Regulator to consider it by:

- submitting your complaint through the Fundraising Regulator website: www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach
- Contacting the Fundraising Regulator on 0300 999 3407.