

# NMITE Fundraising Complaints Policy 2023

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## 1. Policy Overview and Aims

Giving to NMITE should be an enjoyable and rewarding experience, and we work hard to deliver the highest standards in fundraising practice. To demonstrate our commitment we have registered with the [Fundraising Regulator](#), which sets and maintains the standards for charitable fundraising in the United Kingdom. You can read our Fundraising Promise here.

We recognise, however, that there may be occasions where you do not consider we are meeting these standards, and you may wish to submit a complaint. We take any complaints seriously and aim to resolve them as swiftly and satisfactorily as possible. We will always respond to complaints fairly and in a way that is in proportion to the complaint.

Our Complaints Procedure aims to:

- Outline an effective way for you to make your views known.
- Support your right to complain, disagree, or request a better explanation of our actions.
- Explain how your complaint will be handled, including the stages of escalation and anticipated response periods.

## 2. When to register a complaint to NMITE's Fundraising office

For the purposes of this Policy, a complaint is defined as "an expression of discontent by a person receiving a service from NMITE that cannot be immediately resolved at point of delivery, and about which the Complainant desires a follow-up action is taken and a response provided".

You should submit a complaint if you are dissatisfied with NMITE's Fundraising actions or lack of action, or if you feel we have broken any of the commitments outlined in our Fundraising Promise. Complaints may relate to:

- Fundraising events
- Fundraising communications and advertisements
- Donation processing and administration
- The unwanted or inappropriate solicitation of a donation
- Failure of NMITE to appropriately recognise your gift or update you on the usage of your gift
- Behaviour of members of NMITE's Fundraising team
- Behaviour or activities of third parties who are acting on behalf of NMITE's Fundraising team

## 3. How to register a complaint about NMITE's Fundraising office:

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

- Email us: [hr@nmite.ac.uk](mailto:hr@nmite.ac.uk)
- Telephone the Fundraising team: 01432 80 4543. This line is open Monday to Friday from 8:30am to 5:00pm
- Write to us:

Director of People and Operations  
NMITE  
Blackfriars Street  
Hereford  
HR4 9HS

#### 4. Information that should be included in a complaint

Please provide the following information:

- An outline of your complaint, including the key issue that has caused you to raise the complaint.
- Any key dates, people or relevant information
- Any particular outcomes you are looking for.
- Your name and contact details so that we can get in touch with you and keep you informed about the progress of the complaint process.

Anonymous complaints:

We believe in the value of having open and honest conversations, and in the importance of sharing concerns and complaints in good faith and without fear of retaliation.

While we respect your rights to remain anonymous and will do our best to perform a thorough investigation given the details you have shared, without contact details we may be unable to conduct a full investigation or inform you of the outcome.

We therefore strongly recommend that anonymous callers provide as much specific information as possible, allowing for the kind of thorough investigation and follow-up that these complaints deserve.

#### 5. Timeline for responding to and dealing with complaints

All complaints will be dealt with in a timely fashion from receipt:

Day 1-2: We aim to acknowledge and register all complaints within two working days of receipt of the complaint. We will tell the Complainant who is dealing with their complaint and timelines for resolution.

Days 3-4: If the complaint does not require long-term investigation then we aim to supply a full resolution to the Complainant within four working days.

Day 5-20: If further investigation is required we will be in contact with Complainant with a timeline for their complaint's resolution. If this is the case, we aim to conduct an investigation and supply a full resolution within 20 working days. If it is not possible to come to a resolution within this timescale, we will contact the Complainant to explain why and to provide an indication of when a full response can be expected.

The complaints process above includes any necessary escalation to senior management level.

## 6. What to do if you are not satisfied with the proposed resolution

If your complaint is to do with Fundraising and you feel that it has been left unresolved by NMITE then you can raise your complaint to the Fundraising Regulator. You must contact them within two months of receiving your response from us.

You can contact the Fundraising Regulator by:

- Submitting your complaint through their online complaints form: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>
- Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)
- Telephone: 0300 999 3407 (Mon to Fri, 09.30 am – 4.30 pm)
- Writing: Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road, London, N1 6AH. Please note, responses to complaints sent through the post may take longer than usual.

## 7. Privacy and Confidentiality

We respect your privacy and will deal with any complaints sensitively and in confidence. Where possible we will keep your details and details of your complaint confidential, only sharing with the staff who need to know in order to investigate and respond to the issues raised. We will always ask for your permission if we are required to share any details more widely for the purposes of the investigation and resolution of the complaint.

All complaints upon receipt will be recorded, with restricted access, within the Fundraising team including the following information:

- The Complainant and their contact details
- What the nature of the complaint concerns
- The date of the complaint's receipt by NMITE's Fundraising team
- Who is tasked with dealing with the complaint and who 'closed' the complaint.
- The outcome of the complaint

Personal information processed in respect of complaints will be retained for seven years as required by [NMITE's Records Management Policy](#). Details are held in accordance with General Data Protection Regulation and [NMITE's Data Protection Policy](#).