



COMPLAINTS PROCEDURE

EveryChild are Committed to providing high quality Fundraising and Supporter Care and we take all complaints seriously, we value and use your feedback to improve our services to you.

Our promise to you

EveryChild are members of the Fundraising Standard Board (FRSB) and as members, we promise to treat the public with:

- Respect
- Fairness
- Honesty
- Clarity

What is a complaint?

A complaint is when you are dissatisfied with something EveryChild have done. Whether this is through our fundraising methods or the supporter care we have provided. If you are unhappy with our service please do tell us.

How to make a complaint

There are a number of ways in which you can complain including:

- In writing, either by post, email or fax
- Verbally, either in person or on the phone

How does the procedure work?

We aim to deal with complaints as quickly as possible, by following the process below:

Stage 1

- Call or write to us detailing your complaint, addressing the appropriate department or persons if known.
- We aim to reply to you within 14 working days depending on the nature of your complaint.
- If we have made a mistake we will apologise and take action to stop it happening again.

If you are dissatisfied with our first response, please contact the Supporter Care Manager and request a further response to the complaint, providing any extra information that you would like us to consider. We will aim to respond to you in 10 working days after considering the further information.

Stage 2

In the event that we are unable to solve your complaint to your satisfaction, you can contact the Fundraising Standards Board (FRSB) within two months of receiving our response. The Fundraising Standards Board will then contact EveryChild to obtain information on the complaint and will try to resolve the complaint with all parties within 30 days.

Stage 3

If you are still not happy with the response, you can ask the FRSB for adjudication. They will then review the complaint and report their conclusion within 60 days. At this stage the FRSB will decide whether to reject or uphold the complaint.

Our staff will do all they can to resolve the difficulty and we would like to thank you for taking the time to contact us.

For more details on the Fundraising Standards Board complaints procedure, please visit www.frsb.org.uk.