

Policy/Procedure Name:	Fundraising Complaints Policy		
Policy/Procedure Number:	FUN 003		
Date of Approval:	18 th December 2023		
Effective Date:	December 2023		
Revised Date:	April 2026		
Review by Date:	April 2027		
Policy/Procedure Author:	Director of Fundraising		
Policy/Procedure Owner:	Director of Fundraising		
Management Committee Approved By:	TLT		
Governor /Trustee Committee Approved By (where appropriate):	Treloar's Fundraising Committee		
For Action By:	Fundraising		
For Information to:	All staff		
Approval requested to upload on the Treloar's Website:	Yes ☒ (tick if requested)		
Who is carrying out EIA? (see details of EIA in appendix)	Lorna Woodcroft		2 nd Feb 2026

1. Policy/ Procedure Aim

To ensure all complaints related to fundraising are handled fairly, transparently, and in accordance with the Fundraising Regulator's Code of Fundraising Practice updated November 2025. This procedure enables anyone who comes into contact with the Treloar's Fundraising team or a third party who is contractually working on behalf of Treloar's to raise a complaint.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of fundraising activities, including conduct, communications, or use of donations.

3. Policy/Procedure Details

Complainants will receive a response and notification of any action taken by Treloar's staff to resolve the matter.

The procedure includes guidance on:

- Concerns and requests
- Making a complaint, timescales and escalation
- Appeals

Fundraising complaints are a vital part of the management information Treloar's uses to improve its fundraising activities. It is therefore important that all learning from concerns and complaints, whether formal or informal are embedded in the organisation.

This procedure is not designed to deal with staff complaints. Staff should use other procedures that are in place such as the grievance procedure. Where a complaint also includes concerns about Treloar provision other than that provided by fundraising (e.g. the activities of the school or college) then this may be addressed separately via SMT004 – Complaints & Concerns at Treloar School and College – Policy and Procedure. The Director of Fundraising will liaise and agree scope with the Head of Safeguarding or Chief Executive in this instance.

This fundraising complaint procedure aims to ensure that all complainants are treated fairly and receive prompt, helpful and polite responses.

All fundraising concerns and complaints will be logged on the Fundraising complaints log and monitored to ensure compliance with the appropriate regulations (made anonymous where required) and to ensure that we can improve the fundraising activities we undertake.

Concerns or requests

The Treloar's fundraising team will endeavour to resolve any fundraising complaints as promptly and as amicably as possible. This will result in many issues being dealt with very quickly and informally and the complainant being happy about the outcome.

Making a Complaint

Complaints can be made verbally, in writing, or via email.

The best way for someone to get in touch is:

- Calling 01420 547477
- Emailing fundraising@treloar.org.uk
- Writing to: Director of Fundraising, Treloar's, Powell Drive, Holybourne, Alton, Hampshire, GU34 4GL

The procedure must be clearly published on our website and accessible to the public.

In order for a complaint to be investigated by Treloar's it must be submitted within 2 months of the incident occurring. A complainant must also include their name, address and contact email or telephone number with any complaint so the Fundraising team can respond.

Handling complaints timeline and escalation

Staff and volunteers should be trained to recognise and escalate complaints appropriately.

Stage 1: Initial Response

- Acknowledge receipt within 2 working days.
- Provide details of the complaint to the Director of Fundraising
- Aim to resolve informally and swiftly if possible.
- Provide a full response within 10 working days.

Stage 2: Formal Investigation

- If unresolved, escalate to Director of Fundraising and/or the Chief Executive Officer
- Investigate thoroughly and objectively.
- Respond with findings and any remedial actions within 30 days of initial complaint.

Stage 3: Appeal (as below)

Stage 4: External Escalation

- If still dissatisfied, complainants should be signposted to the Fundraising Regulator:
- Email: complaints@fundraisingregulator.org.uk
- Phone: 0300 999 3407

Appealing a complaint

If someone is not satisfied with how the complaint has been handled, the progress or outcome they can ask for it to be referred to the Chief Executive or the Finance and Resources Director and then to the Chair of the Treloar's Trustees.

If the complainant is dissatisfied with the outcome of the Treloar's investigation, and solution, they should contact the Fundraising Regulator. Treloar's is registered with the Fundraising Regulator and is committed to abiding by any decision they reach on complaints that are escalated to them.

Fundraising Regulator
Eagle House

167 City Road
London
EC1V 1AW
Tel: 0300 999 3407

Website: www.fundraisingregulator.org.uk
Email: complaints@fundraisingregulator.org.uk

Treloar's works hard to avoid Fundraising complaints by acting with integrity and treating every donor with respect. However, should a complaint be raised, all reasonable actions will be taken swiftly to resolve.

Monitoring of Complaints

Details of all complaints are entered into the Treloar's Fundraising complaints log. This log is reported at the end of the year to the Fundraising Regulator.

Fundraising Complaints are also reported to Treloar's Trustees quarterly through the Fundraising Trustee Committee meetings.

4. Implications of Policy/Procedure

4.1 Training Requirements

New starters and volunteers in the fundraising department and anyone fundraising on our behalf must be trained on the policy.

4.2 Communication Requirements

How will the Policy/procedure be communicated:	Director of Fundraising, and the PA to Finance & Resources Director	
Who will ensure the above communication is carried out:	Director of Fundraising / CEO	
Do the changes made to this policy/procedure affect any other policies/procedures? If yes, has this been communicated to the policy/procedure author/owner	No	

4.3 Inclusive communications

If you require this document in an alternative format, such as large print, audio description or a colour background, please contact quality@treloar.org.uk

4.4 Other Implementation Requirements

N/A

5. Monitoring and Review

This procedure is reviewed biannually to ensure it meets the requirements of any new developments. The review will be undertaken by the Fundraising Team and Treloar's Leadership Team.

6. Links to other related policies, procedures or documents (internal)

TLT 009 Direct Mail Unsubscribe
FUN 001 Gambling Policy

7. Further sources of information (external)

www.fundraisingregulator.org.uk

8. References

UK Fundraising Regulator and Chartered Institute of Fundraising

9. Revision History

Listed below is a brief audit trail, detailing amendments made to this policy procedure in last 4 years

Date	Page/para No.	Brief description of the change(s)	Change made by
30/01/2026	Section 3, page 2	Clearer process and timelines added	Chloe Atkins
30/01/2026	Section 3, page 2	Additional reference to other complaint method	Chloe Atkins

IMPORTANT NOTES:

It is essential for those with designated responsibilities to familiarise themselves with the sources of information, referred to above.

Policy documents describe mandatory minimum standards and will be subject to audit and review. Line managers are required to ensure suitable and sufficient arrangements are in place to meet policy requirements, including the provision of information and instruction to staff.

Equality Impact Assessment (EIA) - Stage 1

Name of Policy / Function/Decision	Fundraising Complaints Policy				
Name of Assessor / Author /Lead	FUN 003				
Start Date	18 th September 2023				
This EIA is being undertaken because it is:	<i>Delete as appropriate</i> - Part of a project proposal submission - A result of organisational change - A result of new policy A result of a policy revision Other:				
Screening					
Does the policy affect employees, students or other stakeholder groups? Could the impact be significant to that group of people?					N
Is it a major policy with a significant effect on how our core business is delivered?					N
Does it involve a significant commitment of resources?					N
Does it relate to an area where there are known inequalities (e.g. gender pay gap, hate crime, accessibility of IT)					N
If the answer to any of these questions is 'YES' then continue to complete Equality impact assessment. If you are unsure about the answer to any of these questions please contact EDI Co-ordinator or Head of Quality for further support.					
Has the screening identified the policy as having relevance to the any of the following groups?					
Age	N	Disability	N	Sexual Orientation	N
Race	N	Sex/Gender	N	Religion or Belief	N
Gender Reassignment	N	Pregnancy or Maternity	N	Marriage or civil partnership	N
Have we shown due regard for the 9 protected characteristics within the policy/procedure/decision?				Yes o	
Are all opportunities to promote equality taken within the policy/procedure/decision?				Yes o	
Have we stated how we will monitor the implementation and impact of this policy/decision?				I would like to see what is monitored	
Date of Screening				18 th September	
Approval by EDI				Lorna Woodcroft	
Refer Policy/Procedure to EDI Co-ordinator for further Stage 2 Assessment (if required)				No o	