

## Sound Seekers Fundraising Complaints Procedure

Last updated July 2019

### 1 Introduction

At Sound Seekers, the views and opinions of our donors and supporters are of utmost importance. We take all complaints seriously, and aim to deal with them in a timely manner.

Complaints are a vital part of our feedback mechanism and help us strengthen and improve our procedures and practices.

Sound Seekers is regulated by the Fundraising Regulator, the independent regulator of charity fundraising, which sets out and promotes the standards for all fundraising activity in its Code of Fundraising Practice.

### 2 What is a fundraising complaint?

A fundraising complaint is any expression of dissatisfaction about any aspect of Sound Seekers' fundraising activities, which an individual or organisation believes to have fallen short of reasonable expectations.

### 3 How can you make a complaint about our fundraising activities?

A complaint can be communicated to Sound Seekers by email, telephone or post.

**Email:** [admin@sound-seekers.org.uk](mailto:admin@sound-seekers.org.uk)

**Telephone:** 020 3559 6673

**Post:** Sound Seekers, The Green House, 244-254 Cambridge Heath Road, London E2 9DA

### 4 What is our complaints' process?

Sound Seekers takes all complaints very seriously and aims to resolve complaints fairly and effectively in a timely manner.

Your complaint will be acknowledged, no later than five working days after receipt. Wherever possible, a full resolution to your complaint will be provided at the same time.

In some cases, a further investigation may be required and a full resolution may not be possible as part of our initial response, in which case, we will provide you with an expected timescale for our response as part of your acknowledgement and update you regularly throughout our investigations. In all cases, we will provide a full response at the earliest opportunity and no later than 28 days from the date of receipt of the complaint. Being a small charity, all complaints will be reviewed and resolved in consultation with the Chief Executive Officer (CEO), and the Board of Trustees will be duly informed.

The Board of Trustees may vary the procedure to avoid a conflict of interest, for example, a complaint about the CEO would not be handled by the CEO, but would be reviewed by the Chair of the Board of Trustees or a designated Trustee instead.

When making a complaint, please provide your contact details and explain your concerns as clearly and fully as possible. We may request for more information to investigate your complaint fully and we request for your kind assistance so we can resolve your complaint swiftly and effectively.

If following resolution of the complaint by Sound Seekers you remain dissatisfied with our response, you can get in touch with the Fundraising Regulator at <https://www.fundraisingregulator.org.uk/complaints>, provided you do so within two months of our response.

## **5 Complaint log**

All fundraising complaints will be handled sensitively and confidentially, telling only those who need to know and following any relevant data protection requirements.

We maintain a record of complaints, which includes details of the complaint, the date it was received, details of any investigation undertaken, date and details of response and a copy of all communications regarding the issue. This record of complaints will be made available for inspection to the Fundraising Regulator on request.

We will retain records relating to your complaint for at least 24 months from the date on which the complaint was made, except where Data Protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed).