

YMCA Central Herts - Fundraising Complaints Procedure

As members of the Fundraising Standards Board, we take any complaint about fundraising seriously and will follow the procedure below to resolve your complaint. If you are not happy with our response, you should contact the Fundraising Standards Board within two months of receiving our response.

If you would like to make a complaint about fundraising please submit it to us by telephone or by post or email to Sally Mayor at:

YMCA Central Herts
2 Tewin Court
Tewin Road
Welwyn Garden City
Hertfordshire
AL7 1AU

Telephone: 01707 290717

Email: sally.mayor@centralhertsymca.org.uk

Our Commitment to You:

- A designated member of staff will be responsible for handling your complaint from start to finish.
- We will endeavour to resolve your complaint as quickly as possible and within 14 working days.
- We will keep a record of all communications and this will be made available to the Fundraising Standards Board if required.

The Complaints Procedure:

Receiving a complaint by phone:

We will take the details of your complaint and try to resolve the issue over the telephone. If we cannot resolve it straight away, we will acknowledge the complaint in writing within 2 days.

Receiving a complaint by email or post:

We will acknowledge the complaint in writing within 2 days.

If you would like further action to be taken after we have acknowledged the complaint please notify us. We will then gather further information from the relevant member(s) of staff and third parties (where appropriate) at a meeting. We will not share any of your personal details with other members of staff or third parties.

Following the meeting, we will write to you within 14 days of you lodging the complaint and inform you of the outcome of the meeting and what action will be taken.

In exceptional circumstances we may need more than 14 days to gather all of the information required to resolve a complaint. If this happens, we will contact you and, if we need more than 30 days, we will notify the Fundraising Standards Board in writing to inform them of the delay and give them an approximate time when we will have resolved the complaint.

As a member of the Fundraising Standards Board, we are committed to the Fundraising Promise:

The Fundraising Promise

We Are Committed to High Standards

We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds comply with the Codes and with this Promise.

We comply with the law including those that apply to data protection, health and safety and the environment

We Are Honest and Open

We tell the truth and do not exaggerate

We do what we say we are going to do

We answer all reasonable questions about our fundraising activities and costs.

We Are Clear

We are clear about who we are, what we do and how your gift is used

Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive

We give a clear explanation of how you can make a gift and amend a regular commitment

We Are Respectful

We respect the rights, dignities and privacy of our supporters and beneficiaries

We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision

If you tell us that you don't want us to contact you in a particular way we will not do so

We Are Fair and Reasonable

We take care not to use any images or words that cause unjustifiable distress or offence

We take care not to cause unreasonable nuisance or disruption

We Are Accountable

If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication