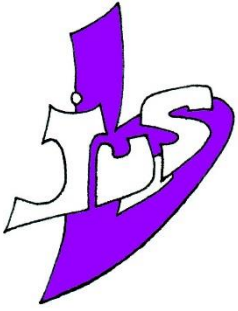


JusB

A brighter future for young people in Bromley.



Fundraising Complaints Policy

Date written: January 2018

By: Fundraiser

Review date: January 2019

Fundraising Complaints Procedure

JusB is grateful for those who kindly give to the work that we do and we want to treat each individual or organisation with respect. We are human and sometimes we make mistakes. If you have a complaint or positive feedback then this page explains what you can do.

JusB aims to adhere to relevant best practice guidance in relation to fundraising, namely the Institute of Fundraising's Code of Practice, Fundraising Regulator's Fundraising Promise and the General Data Protection Regulations. In addition we aim to work within the spirit of our values.

To share feedback please contact us in the first instance. You can contact Fundraiser, Nicola Clarke at nicola.jusb@btconnect.com, if the complaint is in relation to Nicola you can contact Project Manager, Ned McWhirter on ned.jusb@btconnect.com Both are also available over the phone (0208 464 2722) and you are also welcome to write to us.

Please state exactly what your comments relate to with details such as timing and the specific concerns that you have. In line with details of the Fundraising Regulator's website, we will aim to be in touch within 30 days if you have clearly left your contact details. Ideally we would like to be in touch with you much sooner. Please be aware that our staff are part-time and there will be fewer people in over the school holidays often because we are running events for young people.

We will use the information to seek to improve our work and take remedial action for the future where possible. If after discussions with Nicola or Ned, you do not feel that your complaint has been dealt with properly, we can pass your concerns to one of our trustees.

Should you still not feel that your concerns are resolved and your complaint is to do with fundraising, then an external body called the Fundraising Regulator can investigate your complaint.

They require that you contact them within two months of receiving your response from us.

Their website is <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

Their telephone number is 0300 999 3407.

Alternatively if your complaint is related to another area of our work and you do not feel satisfied by our response then you can contact The Charity Commission, details below.

The Charity Commission

PO Box 1227

Liverpool

L69 3UG

0845 3000 218

www.charity-commission.gov.uk

Thank you for taking the time to help us continually improve what we do. We do not envisage a great deal of complaints, but want to be open about how you can contact us should the need arise.

Summary, How to complain about JusB:

1. Write to Ned McWhirter (the Project Manager), telling him what your complaint is all about.
2. Ned will investigate the complaint.
3. A member of staff will get back to you with the outcome.
4. If you are still not happy you can take the complaint to the Chair of Trustees; Mike Deves currently Acting Chair.
5. If you are still not happy you can contact the Fundraising Regulator.