# Complaints Policy

Good Fundraising

## Purpose of this policy

Good Fundraising is committed to providing high-quality, professional and reliable services. We value feedback and take all complaints seriously, using them as an opportunity to learn, improve and maintain high standards.

This policy explains how individuals can raise a complaint, how complaints will be investigated and the steps we will take to resolve them.

## Who does this policy apply to?

This policy applies to anyone who has dealings with Good Fundraising, including:

- Current and former clients.
- Charities and not-for-profit organisations.
- Workshop and training participants.
- Suppliers and business partners.
- Members of the public.

It covers complaints relating to our services, conduct, communication, staff, representatives and any other aspect of our business.

## What is a complaint?

A complaint is any expression of dissatisfaction about the services provided by Good Fundraising, whether justified or not.

Examples include:

- The quality or standard of a service provided.
- Delays in completing agreed work.
- Poor communication or customer service.
- The conduct or behaviour of a member of our team.
- Failure to meet agreed expectations or contractual commitments.
- Concerns about the way we have handled personal information.
- Any other matter where an individual or organisation feels dissatisfied with our service.

We will treat concerns seriously and aim to resolve them as quickly as possible.

## How to make a complaint

Complaints can be made in writing, by email, by telephone or through our website contact form.

Please provide as much information as possible, including:

- Your name and contact details.
- A description of the issue or incident.
- Relevant dates and details.
- Any supporting information or evidence.
- The outcome you would like to see.

Complaints should be directed to:

**Email:** info@gfco.co.uk

**Telephone:** 07974 703182

**Post:**

Good Fundraising
Willowdale
Dale Street
Ossett
West Yorkshire
WF5 9HN

Website: www.goodfundraising.co.uk/contact-us/

We encourage complaints to be raised as soon as reasonably possible so that we can investigate while the relevant information is available.

There is no requirement to use a particular format when making a complaint.

## How we handle complaints

We aim to handle every complaint fairly, consistently, confidentially and without unnecessary delay.

Our complaints process consists of the following stages.

**Stage 1: Acknowledgement**

We aim to acknowledge receipt of a complaint within three working days.

We will confirm that the complaint has been received and explain what will happen next.

**Stage 2: Investigation**

A suitable member of the team will investigate the complaint.

Where possible, the investigation will be carried out by someone who was not directly involved in the matter being complained about.

The investigation may include:

- Reviewing relevant correspondence and documentation.
- Speaking to the individuals involved.
- Reviewing the services or work provided.
- Requesting further information where necessary.
- Considering any supporting evidence supplied.

We may contact the person making the complaint if further clarification is needed.

**Stage 3: Response and outcome**

We aim to provide a full written response within 10 working days of receiving the complaint.

If a complaint is particularly complex and requires additional investigation, we will explain the reason for the delay and provide an expected response date. We will keep the complainant informed of progress.

Our response will explain:

The findings of our investigation.

Whether the complaint has been upheld, partially upheld or not upheld.

The reasons for our decision.

Any action we intend to take to resolve the matter.

Where appropriate, we may offer an apology, corrective action, further support or other reasonable steps to put things right.

## If you are unhappy with the outcome

If you are dissatisfied with the outcome of your complaint, you may request a further review.

You should explain why you disagree with the original decision and provide any additional information you would like us to consider.

A senior member of Good Fundraising, who was not directly involved in the original investigation wherever reasonably possible, will review the complaint.

We aim to respond to requests for a further review within 10 working days.

Following this review, we will provide a written response explaining our final position.

## Complaints relating to charitable fundraising

Where a complaint relates specifically to charitable fundraising activity undertaken by Good Fundraising on behalf of a charitable organisation, we will consider the relevant requirements of the Fundraising Regulator's Code of Fundraising Practice.

Where appropriate, complaints may also be referred to the charity on whose behalf the fundraising activity was undertaken.

If a complaint about fundraising cannot be resolved directly, individuals may be able to refer it to the Fundraising Regulator, subject to its remit and eligibility requirements.

Further information is available at:

www.fundraisingregulator.org.uk

Complaints about services such as bid writing, consultancy, training or other professional support are dealt with through Good Fundraising's internal complaints procedure.

## Confidentiality and data protection

All complaints will be handled sensitively and in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information provided as part of a complaint will only be shared with individuals who need access to it for the purposes of investigating and resolving the matter, or where disclosure is otherwise legally required.

Personal information will be retained securely and only for as long as necessary, in accordance with our data retention arrangements and Privacy Policy.

## Unreasonable or persistent complaints

We understand that making a complaint can be frustrating, particularly where someone feels their concerns have not been addressed.

We will treat all complainants with respect and expect the same courtesy towards our team.

In exceptional circumstances, where communication becomes abusive, threatening or persistently unreasonable, we may take proportionate steps to manage how further communication is handled.

This will not prevent someone from raising a legitimate complaint or exercising their legal rights.

## Learning from complaints

We recognise that complaints provide an important opportunity to improve our services.

We will keep appropriate records of complaints received, the investigations undertaken, decisions made and any action taken.

We will periodically review complaints to identify recurring issues, consider lessons learned and make improvements to our working practices, services and procedures where necessary.

## Your legal rights

Nothing in this policy limits or removes any statutory rights or legal remedies available to individuals or organisations.

This policy does not replace any contractual rights, consumer rights or other legal obligations that may apply to the services provided by Good Fundraising.

## Review of this policy

This policy will be reviewed periodically and updated where necessary to reflect changes in legislation, regulatory guidance, business practices or the services provided by Good Fundraising.

Policy owner: Good Fundraising
Last reviewed: November 2026