



5.2 Fundraising Standards Board Complaints Policy

How to Raise Your Concerns:

STAGE 1:

Where your concerns relate to fundraising, you should initially contact
The Principal, 6 Perry Barns, Burstall Lane, Sroughton Ipswich, IP8 3DJ
Telephone 01476 652822 – email alison@bumblebeechildren.org.uk

- If you are not satisfied with the initial response, contact the Chairman at the centre's address (in writing)

We will endeavour to resolve your concern as promptly and as amicably as possible.

We will acknowledge your query **within 14 days**, investigate your concern **within 30 days** and advise you promptly of the outcome.

The Bumblebee Children's Charity will keep a **full and up to date complaints record**

This record will include:

The date we received the complaint.

A copy of the complaint itself, contact details, and including all relevant emails, letters and details of any phone conversations.

If relevant, details of the code of practice.

Details of what has been done to resolve the complaint.

A copy of the letter or email sent to the complainant. The response will provide full details of the investigation and advice on what to do next if the complaint is not satisfied.

This record will be available should it be requested as part of the FRSB investigation.



STAGE 2:

If these options do not meet your concerns, The Fundraising Standards Board will investigate your complaint and report their findings to you within 30 days. If you still dissatisfied, you can ask the Board of Directors of the Fundraising Standards Board to look again at your complaint. Their decision will be made **within 60 days** and will be final. The The Bumblebee Children's Charity agrees to abide by decisions made by the FRSB Board.

STAGE 3:

Where your concerns relate to Public Collections, contact:

- The Local Authority Licensing Officer
- The Police

STAGE 4:

Where your concerns relate to:

- Dishonest handling of funds
- Misapplication of charitable funds
- Actions that contravene The Bumblebee Children's Charity deed or charity law
- Actions that threaten to bring The Bumblebee Children's Charity Trust into disrepute

You should contact:

The Charity Commission
PO Box 1227
Liverpool
L69 3UG

Or visit their website – www.charity-commission.gov.uk

This complaints procedure is in accordance and compliant with the standards set-out by:

The Fundraising Standards Board,
61 London Fruit Exchange,
Brushfield Street,
London E1 6EP.
Telephone: 0845 402 5442.
www.frsb.org.uk



This Policy was adopted by the Bumblebee Children's Charity on

Signed on behalf of the Management Committee

September 2015.....

September 2016.....

September 2017.....

September 2018.....

Name of signatory

Role of signatory