



5.2 Fundraising Standards Complaints Policy

The Fundraising Regulator helps to protect the public from poor fundraising practices. They encourage fundraisers to comply with the standards in the Code of Fundraising Practice and investigate complaints about charitable fundraising where these cannot be resolved by organisations themselves or where it has caused, or has the potential to cause, significant public harm. The Bumblebee Children's Charity follows The Code of Fundraising Practice which sets the standards that apply to fundraising carried out by all charitable institutions and third party fundraisers in the UK.

This complaints procedure is in accordance and compliant with the standards set out by The Fundraising regulator: Registered Office Eagle House, 167 City Road, London. EC1V 1AW.

How to Raise Your Concerns:

STAGE 1:

You should initially contact The Administrator, Lisa Scott, 6 Perry Barns, Burstall Lane, Sroughton Ipswich, IP8 3DJ.

Telephone 01476 652822 – email admin@bumblebeechildren.org.uk

If you are not satisfied with the initial response you should contact the Chairman in writing, at the centre's address.

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 a Fundraising regulator investigation.



STAGE 2:

If you are dissatisfied with the response from the Bumblebee Children's Charity you can make a complaint to the Fundraising regulator. Complaints should be made to them within two months of the Bumblebee Charity's final response to a complaint. You will need to follow their Complaints process:

<https://www.fundraisingregulator.org.uk/more-from-us/resources/complaints-process>

STAGE 3:

Where your concerns relate to Public Collections, you can also 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

Fundraising regulator: [Code of Practice](#)

Fundraising regulator: [Making a complaint](#)

This Policy was adopted by The Bumblebee Children's Charity and will be reviewed yearly.

Date 22.1.24

Name of signatory Lindsay Warne

Role of signatory Charity Administrator

Signed on behalf of the Trustees