Vision Support Barrow & District's Fundraising Complaints Policy

Registered Charity No: 1051674

Policy date: 1st October 2025, to be reviewed annually

Introduction:

Vision Support Barrow & District, VSBD (the "Charity") is committed to resolving complaints in an appropriate, fair and timely manner in accordance with the all relevant legislation. We welcome all feedback as this helps us to adapt the way we work to improve supporter experience.

We are sorry if you're unhappy with anything to do with the Charity and its fundraising procedures and methods. Whilst the Charity is committed to operating to the highest standards, we recognise that there may be times when you feel that we do not achieve the level of service, or that the behaviours of our staff, trustees or those acting on our behalf are not to the standard that you expect. If you do have a complaint, please let us know so that we can try and help.

Purpose:

The purpose of this policy is to set out the Charity's approach to receiving and dealing with complaints, how you can make a complaint, what you can expect from the Charity when you do so and how you can escalate a complaint if you are unhappy with the outcome.

Scope:

- Our Approach
- How you can file a complaint
- Complaints regarding Suppliers and Partners delivering our work
- How we review and investigate complaints
- Escalating a complaint to the Fundraising Regulator
- How we use your data
- Zero Tolerance

How to Make a Complaint:

If you would like to make a complaint, the best way to do this is by email. You can contact us at:

info@vsbd.org.uk

Alternatively, if you would prefer to write to us, please address your complaint to:

Service Manager – Complaints
Vision Support Centre,
67-69 Cavendish Street,
Barrow-in-Furness, Cumbria
LA14 1QD

What to cover:

In order to help us to effectively investigate your complaint, please could you set out the facts in as much detail as you can, as clearly as possible. In particular, please tell us:

- What happened.
- When it happened.
- Who you dealt with.
- Why you consider this to be a complaint.
- What you would like us to do to address your complaint.

To our suppliers and partners delivering our work:

You can make a complaint, comment or compliment to us directly in the case of work being delivered on our behalf by any supplier or partner (including professional charity fundraisers acting on our behalf). The Charity can assist you in escalating these issues to the relevant party.

We are committed to ensuring that our partners or suppliers delivering activities on our behalf or with our funding have an effective complaints management procedure. However, if necessary, the Charity will work with them to ensure issues are resolved in accordance with the internal standards set.

September 2025

How we Review and Investigate Complaints:

We take complaints seriously and all complaints will be investigated. We will take action in response to any failures identified by the complaint or investigation, if applicable.

We aim to respond to your complaint within 25 Business Days of receiving it:

a) If we have been able to resolve the complaint within that time, we shall include details of this and shall treat the matter as closed.

b) If a complaint requires further investigation, we will acknowledge receipt of your complaint and set out who will be dealing with the complaint and their contact details (the "Complaint Lead").

The Complaint Lead will investigate your complaint competently, diligently and as impartially as possible. They may need to speak to you further to gather such additional information as necessary in order to assess your complaint. They will consider the subject matter of the complaint, whether they consider the complaint should be upheld and, if so, what remedial action or redress the Charity may consider appropriate.

The Complaint Lead will usually advise you of their findings and the Charity's conclusion within 25 working days of the acknowledgement of receipt of your complaint. If we are unable to give a definitive response within that timeframe for example, because an investigation has not been fully completed, we send a progress report with an indication of when a full reply will be given.

Next steps:

If you are not happy with our response, please let us know as soon as possible. Your complaint will be escalated to the Chief Executive of Vision Support Barrow & District, who will carry out a review and let you know the outcome within 30 business days.

The decision taken at this stage is final.

Escalating a complaint:

If you are still not satisfied with the outcome of your complaint, you may wish to refer your complaint to:

The Charity Commission – for complaints, if you have a serious concern about our work complete the online form and request an email or phone back. Alternatively, you can call 0300 066 9197 for the Charity Commission for England and Wales (CCEW).

The Fundraising Regulator – for complaints about fundraising or the way you've been asked for donations. Email: complaints@fundraisingregulator.org.uk or call: 0300 999 3407.

The Information Commissioner's Office – for complaints about the use of your personal information call the helpline on 0303 123 1113.

How we use your data:

If you use our complaints policy and procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. If you make a complaint to a supplier or partner, which relates to the Charity, by doing so you are agreeing that they can share your concerns with us.

We can usually only investigate complaints where the identity of the complainant is known so that it is possible to go back and verify information if needed. When an anonymous complaint is received of a serious nature, the Charity may consider investigating if there is enough information to guide further enquiries.

The details of any complaint received by the Charity (including name of complainant and details of the complaint) and the measures taken for its resolution will be logged in a complaints' register which is maintained centrally by the Charity's Chair of Trustees.

If you have a complaint in relation to the handling of personal data, this should be made in accordance with the Charity's Data Privacy Statement and raised with the Charity's Data Protection Lead at: info@vsbd.org.uk

September 2025

Zero Tolerance

Our staff have the right not to be subjected to any behaviour or abuse that includes:

- Threats of physical harm or violence
- Religious, cultural or racial insults
- Homophobic, sexist or other derogatory remarks

Your conversation with The Charity may go unanswered or terminated if you display such behaviour and we will not hesitate to report any serious incidents to the relevant authority.

Vexatious complaints

We recognise that the conclusion of our complaint handling may not always result in the outcome you hoped for. Once our complaints procedure has been exhausted, we will not consider further complaints on the same or substantially similar matter. Similarly, we will not consider any vexatious complaints.

A vexatious complaint is one which is deemed to be an inappropriate or improper use of this policy, and/or one which causes a disproportionate or unjustified level of disruption or distress and/or is persistent, extending beyond the procedure outlined in this policy. We will consider all relevant circumstances in order to reach a balanced conclusion as to whether a complaint is vexatious.