



**The  
Mulberry  
Bush**

Showing the way in therapeutic care

## **Fundraising Complaints Policy & Procedure**

We welcome all comments and feedback about the way we work. If you have a complaint or problem about us, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

Our aim is to provide an efficient and robust fundraising complaints process in line with guidance provided through our registration with The Fundraising Regulator.

The Mulberry Bush Organisation is committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience into a positive one, as well as an opportunity to learn and improve.

The purpose of our complaints handling procedure is to ensure that we:

- Listen and are responsive to people who raise an issue with us
- Respond swiftly
- Are fair and consistent
- Offer solutions and/or explanations
- Offer complainants recourse to someone more senior/independent if they wish
- Ensure that staff who are mentioned in complaints receive support
- Respect confidentiality
- Record complaints consistently and monitor what we record
- Use complaints positively as an opportunity for learning and improvement

In making a complaint we believe most people want:

- To be listened to
- To have the problem accepted as important
- To be offered a solution or explanation
- To have their distress acknowledged
- To be assured the same thing will not happen again

## How to Complain

### Step 1 – Tell us

Please send your complaint to the Head of Fundraising in any of the following ways:

- *Phone:* 01865 300202
- *Email:* fundraising@mulberrybush.org.uk
- *Post:* Head of Fundraising, The Mulberry Bush Organisation Limited, Standlake, Witney, Oxfordshire OX29 7RW

### Step 2 – We will respond to your complaint

Our aim is to acknowledge every complaint within 5 working days. Your complaint will be fully investigated by our Head of Fundraising. The outcome of our investigation will be provided within 10 working days. If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected (within a further 10 working days).

### Step 3 – If you're not happy with our response

If you are still not satisfied with our response, please let us know and this will be looked into by another Senior Manager within the Charity. The Senior Manager responsible for the review will write to you clearly setting out the outcome of their review and the rationale for their decision.

An acknowledgement will be sent in writing (within 5 days of receiving your response) and an expected timescale for the review to be carried out will be given.

The review will be completed within 25 working days of receiving your response. If an extension is necessary we will inform you of the reason and provide you with an update.

### Step 4 – Taking your complaint outside of The Mulberry Bush Organisation

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to ***The Fundraising Regulator***.

The Fundraising Regulator is the independent regulator of charitable fundraising in England, Wales and Northern Ireland. It stands up for best practice in fundraising, in

order to protect donors and support the vital work of fundraisers.

It works in partnership with other regulators and representative bodies in the charitable and fundraising sectors to build public confidence and ensure consistent fundraising standards across the UK.

You can register your complaint online:

<https://www.fundraisingregulator.org.uk/complaints>

Or you can phone on: 0300 999 3407

Or write to: Fundraising Regulator 2nd Floor, CAN Mezzanine 49-51 East Road  
London, N1 6AH