

Fundraising Complaints Procedure

At The Mustard Tree Foundation (Reading), we value our donors and supporters and want to ensure that you feel respected, cared for and listened to. The aim of this procedure is to provide an efficient and robust fundraising complaints process for our supporters in line with our organisational values and standards set by the Fundraising Regulator.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently, and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase supporter satisfaction
- To use complaints constructively in the planning and improvement of all services.

Complaints

We welcome all comments and feedback on our fundraising activities and take any complaints very seriously. If you feel that you need to make a complaint about the way we have carried out any of our fundraising, you can email or write to us at the following addresses:

Email: enquiries@themustardtree.org

Write to: The Mustard Tree Foundation, 90 London St, Reading, RG1 4SJ.

If we receive a complaint, we will take the following course of action:

1. First Internal investigation

We will acknowledge your complaint in writing (via email or post) usually within 7 working days. We will try to resolve the complaint as quickly as possible. The complaint will be investigated by our Central Services Manager who will normally advise the complainant of the outcome of this investigation within 21 days.

2. Second Internal Investigation

If you are not satisfied with our response, we will refer the complaint to our CEO. A response will usually be sent to the complainant within 21 days.

3. Chair of Trustees

If you are not satisfied, we will refer the complaint to our Chair of Trustees. The Chair will normally send a response to the complainant within 30 days of the referral.

4. Fundraising Regulator

If you feel the MTF team has not dealt with your complaint satisfactorily, you can contact the **Fundraising Regulator** via telephone (0300 999 3407) or via their Online Complaints Form:

<https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/>

The **Fundraising Regulator** Board will report its conclusion within 60 days. The **Fundraising Regulator** has the discretion to specify that no further action is appropriate or to prescribe a certain action in response to the complaint.