

# **KRISHNAMURTI FOUNDATION TRUST**

## **FUNDRAISING COMPLAINT POLICY**

### **AIM**

This is the Fundraising Feedback and Complaints Policy of Krishnamurti Foundation (the Charity, Us, Our, We).

The aims of this policy and related procedures are to provide a framework for the resolution of feedback and complaints which relate to Our fundraising activities and operations and which:

- allows for the resolution informally of feedback and sets out Our formal procedures for complaints where this is not achievable;
- is easily accessible, simple to understand and use, and impartial and non-adversarial;
- respects people's desire for confidentiality; and
- addresses all the points at issue and provides an effective response and appropriate redress where necessary.

### **SCOPE AND APPLICATION**

This policy applies to all of Our fundraising activities and operations.

This policy applies to any expression of dissatisfaction made about the actions or lack of action by Us, in relation to its fundraising activities and operations, by one of Our stakeholders.

Requests for financial awards, such as claims for compensation, damages or fee refunds, are beyond the scope of Our feedback and complaints procedures.

All stakeholders should be aware that regardless of the nature of feedback or complaint and whether or not it is upheld, they are not entitled to details of any related sanctions imposed.

### **MANAGEMENT OF COMPLAINTS**

Our policy allows for expressions of dissatisfaction to be considered in three stages:

- Stage 1: informal feedback
- Stage 2: formal complaint in writing
- Stage 3: complaint to The Fundraising Regulator -

### **CONDUCT DURING COMPLAINT**

We will treat stakeholders who offer feedback or make complaints with dignity and respect.

We ask that you treat Our trustees and anyone else helping Us to resolve the complaint in a similar fashion.

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## **RECORD KEEPING AND CONFIDENTIALITY**

We keep a written record of all formal complaints.

In accordance with data protection legislation, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.

Correspondence, statements and records relating to individual complaints will be kept confidential however:

- It may be necessary to find out more about a complaint or to investigate it. Those involved in resolving a complaint or investigating it are likely to need to know its details. If the complaint concerns individuals, it may be necessary to explain the complaint to them. Whilst every effort will be made in this case not to disclose the identity of the source of the complaint, it is possible that those involved could infer or deduce the identity.
- Disclosure may be made if required by regulators, under legal authority or court order.

We will ensure that information regarding the use of any personal data for the purpose of complaints is set out in the relevant privacy notice, and this notice is made available to any complainant who is not likely to have already received / seen a copy.

## **REVIEW**

The trustees will review this policy, its effectiveness and any trends in matters arising under it annually.

## **STAGE 1 – INFORMAL FEEDBACK**

### **Informal resolution of feedback**

We expect that most expressions of dissatisfaction can be resolved informally by the person you have been dealing with.

Such feedback should be given within three months of the incident about which it relates. We may in Our discretion decline to respond to feedback provided after this time.

Feedback will be acknowledged by telephone, email or letter within 10 days of receipt, indicating the action that is being taken and the likely timescales.

Wherever appropriate, We will ask the provider of feedback at the earliest stage what they think might resolve the issue.

We will aim to provide a full response within four weeks.

If a person is dissatisfied with the response to their informal feedback or in the event that

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their dissatisfaction cannot be resolved by informal means, they may make a formal complaint under Stage 2 of this procedure set out below.

### **STAGE 2 – FORMAL COMPLAINT**

#### **How to make a formal complaint**

Our stakeholders are encouraged to raise concerns as informal feedback under Stage 1. An expression of dissatisfaction will usually progress to Stage 2 after first being considered at the informal feedback stage and if the stakeholder indicates that they intend to escalate a matter to the formal stage. A stakeholder may, if they consider it appropriate, raise their concerns first with a formal written complaint under Stage 2.

Formal written complaints should be made within three months of the incident to which it relates, or the response to their Stage 1 Feedback, whichever is later. We may in our discretion decline to investigate complaints made after this time.

The formal complaint must be in writing addressed to the member of Management Committees and the Chair copied and should include:

- a copy of all relevant documents and full contact details; and
- details of all the grounds of the complaint and the outcome desired.

The complaint will be acknowledged by telephone, email or letter within 10 working days, indicating the action that is being taken and the likely timescales.

#### **Investigation**

The subject matter of the complaint will be investigated in the most appropriate manner, which may include some or all of the following steps:

- delegation of aspects of the investigation;
- involvement of the chair or one or more trustees or members of the Management Committees;
- request for additional information; and
- request for a conversation and / or a meeting with the complainant and / or others with relevant knowledge of the circumstances.

Written records will be kept of all meetings and interviews held in relation to the complaint. Where the investigation has been delegated the investigator will prepare a report on the investigation which will be considered by the Management Committees and the chair or a trustee or trustees appointed to deal with the complaint as appropriate. Personal data may be redacted and names anonymised or cyphered in line with data protection principles.

#### **Decision**

The complainant will be notified by email or letter of the Stage 2 decision and the reasons for it as soon as practical and where possible within four weeks of the Stage 2 complaint having been made.

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### **Complaints about Members of Management Committees or the Chair**

- Complaints about members of Management Committees should be addressed to Chair.
- Complaints about the Chair should be addressed to the vice-chair or another trustee.

### **STAGE 3 – COMPLAINT TO THE FUNDRAISING REGULATOR**

At the close of a stage 2 complaint, the decision will explain that the complainant may be able to make a complaint to The Fundraising Regulator in accordance with its complaints process which is available on its website (<https://www.fundraisingregulator.org.uk/complaints/make-complaint>).

To assist a complainant to prioritise and plan, the Charity will draw to the complainant's attention the requirement under the Fundraising Regulator's complaints process, that the complaint should be made within two months of the Stage 2 decision in order for it to be investigated by the Fundraising Regulator effectively.

The Charity will co-operate with and assist any investigation by the Fundraising Regulator and, subject to any review or appeal, will abide by any findings and implement any recommendations.