

Fundraising Complaints Policy

Owner:	Paula Blight - Chief Executive Officer				
Date:	25/02/2021	Version	1	CEO/Trustee Approved	25/02/2021

Responsibility and Authority

The designated member of staff with lead responsibility for fundraising compliance is: Paula Blight, Chief Executive Officer.

SWEDA ensures all of its fundraising activities comply with the Chartered Institute of Fundraising and the Fundraising Regulator's regulations and recommendations.

SWEDA is a registered member and therefore regulated by the complaint's procedures laid out by the Fundraising Regulator and complies with the requirements set out in their terms and conditions.

These requirements are that SWEDA must have a policy that:

- gives an explanation of how a complaint may be made.
- includes a system to record all complaints with details of findings, action and outcome.

Fundraising Complaints Process

1. Any complaint about fundraising activities should be made in writing to: Paula Blight – paula@swedauk.org. This enables us to understand the concern raised and helps us reach a satisfactory solution for all concerned.
2. Details of the complaint and the solution will be recorded and kept in a locked cabinet in the office or in a password protected digital file and retained for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed). SWEDA's record of complaints will include details of the complaint, the date it was received, details of any investigation undertaken and a copy of all communications regarding the issue.
3. The record of complaints will be available for inspection by the Regulator on request. SWEDA will appoint a person to investigate any complaint about fundraising within a reasonable timescale and to advise the complainant of the outcome of the investigation in writing within 28 days of acknowledgement of receipt of the complaint.
4. The complainant will be given the opportunity to refer the complaint to the Fundraising Regulator if they are dissatisfied with the outcome of the investigation provided that they do so within two months of the response.
5. Should the complaint be referred to the Fundraising Regulator, SWEDA will provide copies of all fundraising materials if requested to do so and cooperate fully with the Fundraising Regulator and comply with any remedy proposed.
6. A copy of our Fundraising Complaints Procedure will be displayed at our offices, and on our website and also will be produced on request. Staff will explain how and to whom to complain and how complaints are dealt with.