



Policy Title	Fundraising Complaints Policy
Version	1
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Approved By:	Senior Leadership Team
Policy Owner	Head of Income Generation and Marketing
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(This policy will be reviewed as per the regulatory and legal requirements as and when required)

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How to make a complaint

As an organisation registered with the Fundraising Regulator we are committed to best practice and we take all complaints seriously. We realise that complaints, while regrettable, can be a source of valuable supporter feedback. We are proud to say that we haven't received a complaint in a long time. However, any complaint that we do receive, we regard as an opportunity to learn and if necessary change our fundraising practice. Muslim Aid relies upon and is grateful for the contribution of our supporters, so it is important to us that we do things correctly and learn from our mistakes.

If you have a complaint or a concern about our fundraising you can:

- Call our Supporter Relations Team on 0207 377 4200
- Email us at supporter.services@muslimaid.org.uk
- Write to us at Supporter Relations Team (Complaint), Muslim Aid 4th Floor, LMC Business Wing, 38-44 Whitechapel Road London E1 1JX.

To help us investigate your complaint, please provide the following information:

- What happened?
- When did it happen?
- Who was involved?
- Where did it happen?
- If your complaint involves any of our printed material, then please send a copy to us, to enable us to better understand the precise nature of your complaint
- A clear description of the complaint and what action you'd like us to take
- Your full postal address, telephone number and/or, if you prefer, your email address.

We will always treat your complaints seriously.

We will treat you politely, fairly and respect your confidence.

Our complaints handling procedure

Stage 1

If you make a complaint by telephone, we should be able to resolve it during the call. If this is not possible, we will let you know how long it will take us to resolve it.

If you complain by email or by post, we will resolve it or acknowledge receipt of it within 5 working days. If the complaint is more complex, we will contact you again with a resolution within 10 working days of receipt.

Stage 2

Hopefully you will be satisfied with our response. However, if not, please let us know. We will then escalate your complaint to the Chief Executive's office where someone independent of our fundraising team will review the complaint. They will lead an investigation and contact you with a resolution within 10 working days.

Stage 3

If you are still unhappy, you can contact the Fundraising Regulator who will independently investigate your complaint. You contact them on their website: www.fundraisingregulator.org.uk/make-a-complaint/complaints/ or write or call using the following details”

Fundraising Regulator
2nd floor, CAN Mezzanine Building
49-51 East Road
London
N1 6AH
Tel: 0300 999 3407
Email: enquiries@fundraisingregulator.org.uk

You should refer your complaint to the Fundraising Regulator no sooner than four weeks after your original complaint and no later than eight weeks after. The complaint should then be investigated by the Fundraising Regulator, part of which will require Muslim Aid to respond to them within two weeks (although more time may be allowed in complicated circumstances). Similarly, the time taken to investigate fully will depend on the complexity of the case, although the Fundraising Regulator aims to complete investigations within 13 weeks of receipt.

Review

This policy will be reviewed on an annual basis.

Related Policies

This Policy is linked to the following policies:

- Complaints Policy for Right Holders and other Stakeholders