



Procedure for Handling Complaints - Fundraising

1. Purpose

To ensure that all fundraisers raising funds in aid of The YOU Trust and all of their supporters are aware of how to make a complaint to YOU if there are concerns, or issues in regards to specific fundraising activities or how YOU has managed funds raised.

This procedure ensures excellence in fiscal processes, fund raising activities, fair allocation of raised funds and any other associated actions by addressing complaints effectively, providing a fair, thorough, and accessible process for resolving complaints.

2. Scope

This Procedure applies to anyone who is raising funds for YOU, including staff, volunteers, trustees and third-party fundraisers and any other supporters. This procedure is published on the fundraising page of The YOU Trust website.

3. Process

- If you have any concerns around any fundraising being undertaken in aid of The YOU Trust (or any of it's services) then please email feedback@theyoutrust.org.uk . Alternatively, please call our head office on 01329 825930. All complaints will be acknowledged within one working day.
- A member of YOU will contact you and identify your concerns and carry out a fact finding exercise.
- If the fact-finding exercise does not conclude the complaint, or if the situation is more complex or serious then we will agree to instigate a full investigation. This will aim to conclude within 20 working days.
- If you are unhappy with the way the complaint was investigated then you may lodge an appeal with us. This will be allocated to a member of the senior management team, and you will receive a written response within 15 working days.
- If you remain unsatisfied with our response you may contact the Fundraising Regulator as we are signed up to the Code of Fundraising Practice. You can do this by:
 - Emailing: complaints@fundraisingregulator.org.uk
 - Calling 0300 999 3407
 - Sending a letter to: Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT

4. Vexatious Complaints

- We have a vexatious complaints process. If a complaint is considered to vexation this will be reviewed and confirmed by a Director and the CEO.
- The person making the vexatious or habitual complaint will be informed in writing of this decision and any action.

5. Learning

- We regularly review our complaints and use any relevant learning to make improvements to future fundraising. We will review the lessons learnt and how they can improve our service and experience of donors.
- Outcomes will vary but can include an acknowledgement of what went wrong, an apology and recommendations for change of future practice or policy.
- All complaints and learning are reviewed by our Senior Management Team and Board of Trustees.

DATE: June 2025.