

Fundraising Complaints Procedure

We welcome all comments and feedback about the way we work. If you have a complaint or issue with the service you have been provided please do let us know. We aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way. As a charity receiving donations from the public, we are focused on ensuring a transparent and ethical approach to our fundraising.

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.

HOME (Greater Manchester Arts Centre Limited) is committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience into a positive one, as well as an opportunity to learn and to improve.

The purpose of the complaints procedure is to ensure that we:

- listen and are responsive to people who raise an issue with us
- respond swiftly and at a level close to the point of service delivery
- are fair and consistent
- offer solutions and/or explanations
- offer complainants recourse to someone more senior/more independent if they wish
- ensure that staff who are mentioned in complaints receive support
- respect confidentiality
- record complaints consistently and monitor what we record
- use complaints positively as an opportunity for learning and improvement
- protect those raising a concern from victimisation and harassment

How to Complain

To assist us with your complaint, please include the following information:

- when the incident giving rise to the complaint took place
- a brief summary of what happened
- yours/the complainants name and how you/they would like to be contacted
- copies of any fundraising materials that may have given rise to the complaint
- any other evidence you/the complainant considers supports the complaint.

Please send your complaint to us in one of the following ways:

Phone: 0161 228 7621 or 0161 212 3436

Email: feedback@homemcr.org or by

Post: Development Director, HOME, 2 Tony Wilson Place, Manchester, M15 4FN

We aim to respond to all concerns with an acknowledgement within three working days, and a full response within ten working days. Some queries may require further investigation, in which case we would let you know and come back to you as soon as possible with a full response.

If you are unsatisfied with the outcome your complaint will be escalated to senior management where a review of the complaint will be carried out. We aim to complete investigations within 25 days of their start date.

If you remain dissatisfied with the outcome, you are entitled to raise the matter with the Fundraising Regulator. The Fundraising Regulator is the regulatory body for UK fundraising, overseeing charities' and agencies' compliance with the Code of Fundraising Practice. They can adjudicate on complaints relating to fundraising activities, where the complainant and charity cannot reach a resolution.

Please note: Complaints are required to be assessed by the charity before raising with the Fundraising Regulator. Complaints should be made to the charity within three months of the incident complained about. Organisations should usually be given four weeks to consider and respond to the complaint.

Fundraising Regulator

50 Featherstone Street
London EC1Y 8RT

Tel: 0300 999 3407

www.fundraisingregulator.org.uk