

# Fundraising Complaints Policy

## Owner and Data Controller:

The Orgamites and the Orgamites Mighty Education Programme is managed brought to you All Good Co., a Community Interest Company (AllGoodCo.org).

Company Address: 6 Marryat Square, Wyfold Road, Fulham, London, SW66UA  
Co. No. 09678756

**Owner contact email:** info@orgamites.com

## Overview

At All Good Co. CIC, we view complaints as invaluable opportunities to learn and improve. We also see them as a chance to address and rectify any issues experienced by individuals or organisations interacting with the Orgamites Mighty Education Programme.

## All Good Co. CIC commits to:

- Providing a fair and transparent complaints procedure that is easily accessible to anyone wishing to make a complaint.
- Publicising our complaints procedure to ensure individuals know how to lodge a complaint.
- Training our staff to handle complaints effectively and know the steps to take when one is received.
- Conducting all complaint investigations fairly and promptly.
- Striving for resolutions that repair relationships and enhance trust.
- Collecting and analysing complaint data to continually refine and improve our operations.

## Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of All Good Co. CIC's operations or its fundraising activities. Complaints can be received verbally, by phone, by email, or in writing.

**Note:** This policy does not cover complaints from employees, who should refer to All Good Co. CIC's disciplinary and grievance policies.

## Confidentiality

All complaint information will be handled sensitively, in accordance with data protection laws, and will only be available to those authorised to handle it for their duties.

## Responsibility

The Board of Directors at All Good Co. CIC holds overall responsibility for this policy and its implementation.

## Contact Details for Complaints

**Written complaints:** 6 Marryat Square, Wyfold Road, Fulham, London, SW66UA or by email to Ogamites@allgoodco.org

**Verbal complaints:** Should be directed to our operations director at: +44 (0) 7799583368 or in person to the event leader should the complaint arise during an All Good Co. CIC event or activity.

## Receiving Complaints

Complaints can be made through any contact points publicised for this purpose, or any other method available to the complainant. Complaints received by telephone or in person need to be documented immediately by the staff member who receives them. This documentation should include:

- The facts of the complaint.
- Complainant's name, address, and telephone number.
- The complainant's relationship to All Good Co. CIC.
- Confirmation that the complaints procedure has been explained to the complainant.
- An overview of the next steps and expected time frames.

### **Handling Verbal Complaints**

Staff are advised to:

- Remain calm and respectful.
- Listen actively, allowing the complainant to express themselves fully.
- Avoid debating the facts initially, especially if the complainant is upset.
- Obtain and confirm complaint details before asking for personal information.
- Reflect what has been noted to show understanding.
- Acknowledge the complainant's feelings without agreeing or admitting fault.
- Apologise if appropriate and discuss potential resolutions.
- Explain what can be done, the time it will take, and what it involves.
- Clarify why certain requests may not be feasible.
- Ensure the complainant understands the explanation and next steps.

### **Resolving Complaints**

**Stage One:** Handled by the person directly involved, if possible, or referred to the service delivery director within one week. A reply should be provided within four weeks, or a progress report if more time is needed.

**Stage Two:** If unresolved, the Managing Director reviews the complaint, with a commitment to reply within four weeks.

**Stage Three:** For unresolved complaints, a Board level review can be requested, with a final decision expected within four weeks.

### **Monitoring and Learning**

Complaints are reviewed annually to identify trends and areas needing improvement.

### **External Fundraising Complaints**

If the complaint relates to fundraising and remains unresolved, complainants may contact the Fundraising Regulator for further guidance.

This policy underscores All Good Co. CIC's commitment to high standards in handling complaints, ensuring clarity, honesty, and respect in all dealings with the public and our supporters.