

BCCS Fundraising Complaints Policy

At bccs we are committed to fundraising in a way that is legal, open, honest and respectful. We recognise the importance of continuous improvement and view any complaint received as an opportunity to improve our approach and procedures. We commit to ensuring that:

1. People who support us and the wider public know how to make a complaint to us and can do so easily.
2. Those making a complaint know that it will be dealt with sensitively, honestly and fairly.
3. Complaints are dealt with in a timely and efficient manner.
4. All relevant staff are aware of the fundraising complaints policy.

If you have a complaint, please contact **Julie Abbott** our **Head of Voluntary Income**:

Email: - jabbott@bccs.org.uk
Post: - bccs Childcare House, Little Wheatley Chase, Rayleigh, Essex, SS6 9EH.
Telephone: - 01268 784544 / 07912277413

We will acknowledge receipt of your complaint within five working days and provide a response to your complaint within 14 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will let you know and we will aim to provide you with a full response within 21 working days.

If you are not happy with the response you receive, you can escalate your complaint to **Bernadette Fisher, Director** who will consider the matter in more detail and if necessary refer the matter to the Board of Trustees.

bccs is a member of the Fundraising Regulator and we agree to abide by its decisions. If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can contact the Fundraising Regulator, the self-regulator for fundraising in the UK, as follows:

Website: - www.fundraisingregulator.org.uk
Email: - complaints@fundraisingregulator.org.uk
Telephone: - 0300 999 3407

For full details of the fundraising regulator complaints procedure visit the website www.fundraisingregulator.org.uk

