

## Introduction to EveryYouth’s Complaints Procedure

1. EveryYouth is a member of the Fundraising Regulator and we follow their [Code of Fundraising Practise](#).
2. We treat all complaints seriously and aim to handle them sensitively and professionally in line with [The Fundraising Regulator’s Complaints Handling Guidance](#).
3. Complaints will be acknowledged within three working days and we aim to resolve them within 14 working days.
4. The member of the team receiving the complaint should take responsibility for the complaint in the first instance. This will involve completing the Complaints Form.
5. Information for supporters on our complaints procedure can be found on EveryYouth’s website.

## Definitions

1. A fundraising complaint is where a situation or instance relating to EveryYouth’s fundraising has fallen short of a person’s reasonable expectations and has caused dissatisfaction.
2. A general complaint could be, for example, a complaint about our CEO’s salary. It could also be where members of the public complain about our work in general terms, not relating to a specific person or department.
3. Feedback – not everything a donor or member of the public says is or should be considered a complaint. Feedback falls into the following categories:
  - a. Complaint – where something has caused dis-satisfaction.
  - b. Criticism – the act of saying that something or someone is bad e.g. I don’t like your work.
  - c. Comment – something that someone will say or write that expresses an opinion.

## Complaints Procedure

1. The person receiving the complaint should complete a Complaints Form. The form should be uploaded to Salesforce and the relevant person notified.

Complaints about or complaints from	Refer to
Fundraising	Head of Fundraising and Communications
Communications	Head of Fundraising and Communications
Programmes (our work)	Head of Operations
(from) a young person we have supported	Head of Operations
(from) an EveryYouth delivery partner	Head of Operations
(from/about) Volunteers	Head of Operations

2. The complaint will be resolved by the relevant team member and the outcome recorded on Salesforce. EveryYouth’s CEO will be made aware of complaints and they will be logged on the Complaints Register.
3. The response should factor in, where relevant, the following taken from The Fundraising Regulator’s Complaints Handling Guidance: “Organisations should provide clear, evidence-based reasons for their decisions and ensure those decisions are proportionate, appropriate and fair. This means:

- Responding openly to all of the substantive points raised by a complainant and explaining why the organisation considers those points are justified or not.
  - When responding to complaints, organisations should be respectful and acknowledge the experience of the complainant, whether the complaint is justified or not.
  - Organisations should take responsibility for the actions of their staff and those acting on behalf of the organisation.
  - When responding to a complaint, organisations should acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate.
  - This should also include telling the complainant about the lessons learnt and any changes made to services, guidance or policy as a result of the complaint.”
4. In the unlikely event a complaint is not resolved, the CEO will reply to the complainant.
  5. If the complaint is still unresolved, the complainant will be directed to an appropriate trustee e.g. a designated lead, or authority e.g. the Charity Commission or Fundraising Regulator.

## **Management reporting and learning from complaints**

We review complaints in EveryYouth’s leadership team meeting on a quarterly basis.

We provide a report on complaints to the Trustees on an annual basis.

We provide information on our complaints in our annual report and accounts as required by the Charities (Protection and Social Investments) Act 2016.