



**Core Documentation Cover Page**

# Supporter Complaints Policy & Procedure

Version number	Dates produced and approved (include committee)	Reason for production/revision	Author	Location(s)	Proposed next review date and approval required
V1.0	Jun 2016 Board of Directors	To provide a fair complaints procedure that is clear and easy to use for any supporter wishing to make a complaint.	Corporate Services Director	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Jun 2018

**Equality Impact**

Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)	
Neutral equality impact (i.e. no significant effect)	X
Negative equality impact (i.e. increasing inequalities)	



## CONTENTS

Supporter Complaints Policy & Procedure.....	1
A) Supporter Complaints Policy .....	1
1. Scope.....	1
2. Policy.....	1
3. Definition of a Supporter Complaint.....	1
4. Where Complaints Come From.....	1
5. Confidentiality.....	1
6. Responsibility.....	2
7. Review.....	2
B) Supporter Complaints Procedure.....	2
8. Publicised Contact Details for Supporter Complaints .....	2
9. Receiving Supporter Complaints.....	2
10. Resolving Supporter Complaints .....	3
Stage One .....	3
Stage Two.....	3
11. Variation of the Complaints Procedure .....	4
12. Monitoring and Learning from Complaints .....	4



## SUPPORTER COMPLAINTS POLICY & PROCEDURE

### A) SUPPORTER COMPLAINTS POLICY

#### 1. SCOPE

- 1.1 The British School of Osteopathy (BSO) views supporter complaints as an opportunity to learn and improve our fundraising for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

#### 2. POLICY

- 2.1 Our policy is:

- a) To provide a fair complaints procedure that is clear and easy to use for any supporter wishing to make a complaint.
- b) To publicise the existence of our supporter complaints' procedure so that people know how to contact us to make a complaint.
- c) To make sure everyone at the British School of Osteopathy knows what to do if a supporter complaint is received.
- d) To make sure all supporter complaints are investigated fairly and in a timely way.
- e) To make sure that supporter complaints are, wherever possible, resolved and that relationships are repaired.
- f) To gather information which helps us to improve what we do.

#### 3. DEFINITION OF A SUPPORTER COMPLAINT

- 3.1 A supporter complaint is any expression of dissatisfaction, whether justified or not, about any aspect of fundraising at the British School of Osteopathy.

#### 4. WHERE COMPLAINTS COME FROM

- 4.1 Complaints may come from any person or organisation that has a legitimate interest in fundraising at the BSO.
- 4.2 A complaint can be received verbally, by phone, by email or in writing.
- 4.3 This policy does not cover complaints from staff, students or patients, who should use the relevant policies.

#### 5. CONFIDENTIALITY

- 5.1 All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.



## 6. RESPONSIBILITY

- 6.1 Overall responsibility for this policy and its implementation lies with the Principal & Chief Executive.

## 7. REVIEW

- 7.1 This policy is reviewed regularly and updated as required.

## B) SUPPORTER COMPLAINTS PROCEDURE

### 8. PUBLICISED CONTACT DETAILS FOR SUPPORTER COMPLAINTS

- 8.1 All complaints, written or verbal, should be reported to the School's Complaints Officer:

Phil Heeps  
Complaints Officer  
The British School of Osteopathy  
275 Borough High Street  
London SE1 1JE

Tel: 020 7089 5353

Email: [p.heeps@bso.ac.uk](mailto:p.heeps@bso.ac.uk)

### 9. RECEIVING SUPPORTER COMPLAINTS

- 9.1 Supporter complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.
- 9.2 Supporter complaints received by telephone or in person need to be recorded.
- 9.3 The person who receives a phone or in person complaint should:
- Write down the facts of the supporter complaint
  - Take the complainant's name, address and telephone number
  - Note down the relationship of the complainant to the BSO (for example: alumnus, community partner)
  - Tell the complainant that we have a supporter complaints procedure
  - Tell the complainant what will happen next and how long it will take
  - Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.



## 10. RESOLVING SUPPORTER COMPLAINTS

### STAGE ONE

- 10.1 In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- 10.2 Whether or not the complaint has been resolved, the supporter complaint information should be passed to the Complaints Officer within a week.
- 10.3 On receiving the supporter complaint, the Complaints Officer records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.
- 10.4 If the supporter complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- 10.5 Supporter complaints should be acknowledged by the person handling the complaint within 10 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this supporter complaints procedure should be attached.
- 10.6 Ideally complainants should receive a definitive reply within 20 working days of the acknowledgement. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- 10.7 Whether the supporter complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### STAGE TWO

- 10.8 If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can send their supporter complaint to the Fundraising Standards Board (FRSB), of which the BSO is a member.
- 10.9 They will investigate and respond to any relevant complaint within 20 days, and will liaise with the BSO and the complainant throughout this process to ensure they have the full facts.
- 10.10 A further and final appeal stage to their directors is also possible.
- 10.11 The FRSB will only deal with complaints relevant to fundraising and which relate to incidents within the previous six months. They will assess complaints against the Institute of Fundraising Code of Practice and the Fundraising Promise (<http://www.institute-of-fundraising.org.uk/code-of-fundraising-practice/>).
- 10.12 To find out more about the FRSB, please visit <http://www.frsb.org.uk/>.



## 11. VARIATION OF THE COMPLAINTS PROCEDURE

- 11.1 The BSO may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

## 12. MONITORING AND LEARNING FROM COMPLAINTS

- 12.1 Complaints are reviewed annually to identify any trends which may indicate a need to take further action.