

Paper Title:	Consultation Summary regarding Code Changes on Complaints Handling following Consultation in February 2018
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1 INTRODUCTION

Part A of the recent [Consultation on the Code](#) on Complaints Handling closed on the 28th February.

Following respondents comments there are minor revisions to the proposed amendments regarding Part A – Complaints Handling to add reference to the Fundraising Regulator guidance on complaints handling

This paper outlines responses received to the Consultation questions and final revisions to the Code. The changes outlined in this paper have been approved by the Fundraising Regulator’s Board.

2 CONSULTATION RESPONSES SUMMARY

A strong, positive response was given to the proposed wording of rule 1.6.

- 40 responses received
- 80% of respondents supported the wording for 1.6 of the code

Comments raised mostly covering the following points:

- Objectivity is difficult to achieve on the part of the organisation concerned and in some cases respondents felt that the proposed change implies that an external reviewer needs to be engaged to investigate complaints.
- Further guidance on what is expected would be welcome.

3 COMMENTS ON THE RESPONSES

On the basis of responses received, the Fundraising Regulator is content that the proposed wording as it stands reflects the views of the significant majority of respondents. The accompanying ‘Complaints Handling Guidance’ from the Regulator will give further clarity on this subject.

4 FINAL CHANGES TO THE CODE ON COMPLAINTS HANDLING

- 1) The wording proposed in the consultation will be added to the Code as follows:

1.6 Complaints

- a) Organisations **MUST** have a clear and publicly available complaints procedure which **MUST** also apply to any Third Parties fundraising on their behalf.
- b) When dealing with complaints organisations **MUST** ensure that:
 - i) complaints are investigated thoroughly and objectively to establish the facts of the case, avoiding undue delay; and
 - ii) complaints are responded to fairly, proportionately and appropriately.
- c) Organisations **MUST** regularly review any lessons to be learnt from complaints and use that learning to inform future fundraising activity.

- 2) The following commentary will be added to the Code below **1.6 d)** to signpost readers to the new supporting 'Complaints Handling Guidance'.

“Further information and guidance on Complaint Handling from the Fundraising Regulator can be found [here](#)”

5 INCLUSION IN THE CODE OF FUNDRAISING PRACTICE

The changes will be made in the Code of Fundraising as of 8th May 2018 and will come into immediate effect.

Any questions concerns regarding fundraising complaints handling procedures can be raised by contacting complaints@fundriasingregulator.org.uk

6 LIST OF RESPONDENTS TO THIS CONSULTATION

(Where more than one response has been received from one organisation they will appear only once in this list)

**999 Club
ACEVO
Action against Hunger
Barnados
Battersea Dogs & Cats Home
Blue Cross
Brain Tumour Research
British Heart Foundation
British Red Cross
British Tinnitus Association
Cancer Research UK
Cardiac Risk in the Young
Certitude
Chelmsford Council For Voluntary Service
Child Poverty Action Group
Children with Cancer
Cornwall Wildlife Trust
Cruelty Free International
Diverse Abilities
Great Ormond Street Hospital
Help for Heroes
Horniman Public Museum & Public Park Trust
Institute of Fundraising
Lucy Air Ambulance for Children
Marie Curie
Moorfields Eye Hospital
National Autistic Society
National Trust
Natural History Museum
NCVO
Orchard-trust
Oxfam GB
PDSA
Royal Marsden Cancer Charity
Stroke Association
Support our Paras
Tiny Lives Trust
Turcan Connell
World Cancer Research Fund UK**