



UNIVERSITY OF
LEICESTER

Fundraising Complaints Policy

Prepared by	Date
Asha Hickin	10/08/2022
Checked by	
Jon Angell	10/08/2022

Fundraising Complaints Policy

The relationships we hold with the University's alumni, friends and supporters are enormously important to us. We aspire to provide a service of the highest quality as we fundraise, keep you informed about the University of Leicester and let you know about the opportunities that are available to you. The support we receive helps us to give back, both locally and globally, through our life-changing scholarships and world-leading research. Providing the opportunity for participation is vital to our continued success.

Despite our best endeavours, we understand that there may be occasions where you feel we do not meet expected standards. Occasionally, our services may fall short of your expectations, and you may wish to lodge a complaint about our work. In such cases, we welcome feedback. We recognise that constructive criticism helps us to improve the quality of our work and continue to strive for excellence in all that we do.

The University of Leicester is registered with the Fundraising Regulator and is committed to the Fundraising Code of Practice. We are committed to ensuring the accessibility of our Fundraising Complaints Policy and its procedures, and to resolving supporters' complaints wherever possible.

Our Definition of a Fundraising Complaint

We define a fundraising complaint as criticism which alleges or indicates that we have not complied with our [Donor Charter](#), the General Data Protection Regulations (GDPR) or the Privacy and Electronic Communications Regulations (PECR) as required through our registration with the Fundraising Regulator. Fundraising complaints are grievances which specifically refer to an action or area which is within the remit of the Development and Alumni Relations Office. All complaints warrant a timely and appropriate response and a proposed outcome to rectify and prevent the issue from reoccurring.

Fundraising complaints can include:

- Concerns and criticism about the quality of our fundraising work.
- Concerns and criticism from a current supporter about a particular fundraising approach or campaign.
- Concern about the behaviour of our staff or students when fundraising on behalf of the University.

A fundraising complaint is not defined as:

- A general query or feedback about our work e.g., a question about a project, newsletter or event.
- A request to amend contact preferences e.g., to opt-out of receiving a particular type of communication.
- A request to amend our records e.g., to amend a supporter's address, cancel or amend a donation.

Our Complaints Procedure

We have a dedicated procedure for investigating and responding to complaints about our work. If you would like to make a complaint you can contact us via:

Email	stewardship@leicester.ac.uk
Telephone	0116 373 6848
Post	The Development and Alumni Relations Office, University of Leicester, University Road, Leicester, LE1 7RH
In-person	Complaints can be made in person via our Stewardship Manager, Head of Philanthropy or Director of Development and Alumni Relations and a similar process to below will be followed.

Please note that, normally, only complaints made within three months of the situation or experience taking place will be investigated by us. In exceptional circumstances, we may investigate and respond to complaints made after this period, however, these may be more difficult to resolve satisfactorily because additional time has passed.

Our Procedure Following a Complaint:

1. We will acknowledge your complaint within five working days of you contacting us.
2. Our Head of Philanthropy (or an assigned deputy) will respond with a detailed report on the outcome of our investigation within 20 working days.

In most cases, this response should resolve your concern. However, if you are not satisfied with our response:

3. You may ask us to escalate the complaint by responding to us within 15 working days of when we sent you our response.
4. Our Director of Development and Alumni Relations (or an assigned deputy) will aim to respond to this escalation within ten working days.
5. If for any reason we are unable to respond to you within the timeframes above, we will inform you of this and provide you with an amended timeframe.

6. If you are still not satisfied with how we have addressed your complaint, you may contact the Fundraising Regulator provided that you do so within eight weeks of receiving the response. The Fundraising Regulator will independently investigate and can be contacted via their [website](#).

We expect our staff to be courteous towards you at all times, and to handle complaints in a professional manner. The Development and Alumni Relations Office will maintain a record of any complaint received by us for a period of at least 24 months from the date on which the complaint was made, except where data protection law requires otherwise.

We may amend our Fundraising Complaints Policy periodically. Any changes to this Policy will be communicated via our website.

Development and Alumni Relations Office
August 2022