Complaints Policy

1. Background

At Red Trouser Day (RTD), we are committed to meeting the highest of standards in the way we work, however we acknowledge that we don't always get it right. When things go wrong it is important to take the time to understand why and to put the necessary changes in place to ensure it doesn't happen again.

Within its Complaints, Investigation and Remedies policy, The Fundraising Regulator has detailed the type of fundraising complaints they deal with, specifically:

- How a fundraising organisation collects or solicits property, money or the promise of money from people;
- A fundraising organisation's relationship with its donors;
- How a fundraising organisation works with others to raise money;
- A fundraising organisation's complaint-handling process; and
- Issues related to the management of an individual's contact preferences with fundraising organisations.

2. How to complain

If you're unhappy with the way we conduct our work, we'd like to hear about it - in fact we see it as an opportunity to learn and improve. You can contact us to make a complaint by emailing info@redtrouserday.com. You can also use this email address to discuss any issues or to provide feedback.

We'll always make sure that:

- Your complaint is acknowledged speedily and recorded
- Your complaint is heard and investigated effectively
- Your complaint is dealt with in an appropriate, fair and timely manner
- We try to learn from your complaint.

We will get back to you within 30 working hours and commit to responding in full within 14 working days.

You can contact the Fundraising Regulator at any point for advice regarding your complaint.

If you use our complaints procedure, you're agreeing that we can use the personal information you send us for purposes connected with your complaint.

3. Guiding principles

- The supporters of RTD are of paramount importance.
- The Charity adheres to the Code of Fundraising.
- Where a complaint or expression of dissatisfaction is received, the Charity will ensure:
    - It is carefully considered
    - The facts are established
    - Any evidence is obtained and recorded
    - A response is prepared, reviewed and delivered, and

- Where appropriate, a review will be carried out and changes will be implemented to mitigate the risk of reoccurrence.
- Responses will be handled in timely manner

4. What we want the complainant to feel

- That we have taken their complaint seriously.
- That we have treated them with concern and respect.
- That we followed best practice in dealing with their complaint.
- Confident that we have learnt from anything that went wrong and will take action to prevent it happening again.

5. Registration with the Fundraising Regulator

The Charity is registered with the Fundraising Regulator, the independent regulator of charitable fundraising.

As a registered charity with the Fundraising Regulator, the Charity agrees to adhere to the highest standards of good practice when fundraising. To demonstrate our adherence to these standards, when requested by the Fundraising Regulator, we will complete a detailed return in relation to the type and volume of fundraising and any complaints which have been made in relation to these activities.

6. Complaints Process

- We will record all complaints in accordance with best practice and to ensure we are fully accountable.
- If someone voices or otherwise notifies the charity of a complaint or dissatisfaction then the following needs to be recorded:
  - details of complaint & how it was received
  - findings
  - agreed response
  - resolution
  - completion
- A formal complaint must always be escalated to a Trustee.
- All complaints will be responded to within 30 working hours and we will endeavour to have fully investigated and resolved all complaints within 14 with working days.

7. Third parties

We will make every effort to ensure that all the third parties we work with comply with our complaints policy and the Fundraising Code of Conduct. If we receive a complaint about any of the organisations we work with, we will follow the same process as outlined above.
In order to fully investigate and resolve the complaint it may be necessary to share relevant information with the third party involved. We will only share the information necessary to investigate the complaint and will seek consent to do so from the complainant where possible. In all cases we will ensure that we are acting in accordance with current data protection legislation.

8. Review

This policy will be reviewed annually or sooner if legal requirements change by the Board of Trustees. All approved policy updates will be shared with those affected.

RTD Policy Framework

Policy Area	Lead Policy	Linked Policies
Risk	Risk Management	SIR, AML, Anti Bribery, Safeguarding
People	Safeguarding	SIR, ***Complaints***
Finance	Anti Money Laundering	Tainted Donations, Anti Bribery
Conduct	Conflict of Interest	Complaints, SIR , Data Protection, Privacy
Information	Privacy	Acceptable IT Use, Complaints, Social Media, Data Protection

SIR – Serious incident Reporting AML – Anti Money Laundering