



MALVERNIAN SOCIETY

FUNDRAISING COMPLAINTS PROCEDURE

The Malvernian Society is registered with the Fundraising Regulator. As such, the Society adheres to the [Fundraising Promise](#).

This Fundraising Complaints Procedure complies with the Fundraising Regulator's Terms and Conditions of Registration.

Please also see our Data Protection Policy and our Privacy Policy, both available on our website. The Data-Sharing Agreement with Malvern College is also available from the office. The College's Privacy Policy is available on the College website.

As an alumni association, the Malvernian Society is committed to excellent service. We regard complaints as an opportunity to turn a negative experience into a positive one, as well as an opportunity to learn and to improve.

The Malvernian Society welcomes all comments and feedback about the way we work. If you have a complaint or problem about us, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

The aim of this procedure is to provide an efficient and robust fundraising complaints process in line with the Fundraising Standards Board (FRSB).

The purpose of our complaints handling procedures is to ensure that we:

- listen and are responsive to people who raise an issue with us
- respond in a timely fashion, and fairly and consistently
- offer solutions and/or explanations
- offer complainants recourse to someone more senior/more independent if they wish
- ensure that staff who are mentioned in complaints receive support
- respect confidentiality
- record complaints consistently, and monitor what we record
- use complaints positively as an opportunity for learning and improvement.

In making a complaint we believe most people want:

- to be listened to
- to have the problem accepted as important
- to be offered a solution or explanation
- to have their distress acknowledged and
- to be assured the same thing will not happen again.

It is therefore essential that people raising a complaint are involved in discussing their concerns and in finding solutions.

September 2018

How to Complain

Step 1: Tell us

You may send your complaint to us in any of the following ways:

Phone: 01684 581517

Email: malsoc@malverncollege.org.uk

Post: The Malvernian Society, Malvern College, College Road, Malvern, WR14 3DF

Our aim is to ensure every complaint is acknowledged within five working days.

Step 2 – Our response

Your complaint will be fully investigated by a member of staff, typically the Head of Development.

The outcome of our investigation will be provided within ten working days starting from the date when the complaint was received. If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected (within a further ten working days).

Step 3: If you're not happy with our response

If you are still not satisfied with our response, please let us know and this will be looked into by the Head of the Malvernian Society (HoMS). The HoMS will write to you clearly setting out the outcome of the review and the rationale for the decision.

An acknowledgement will be sent in writing (within five working days of receiving your response) and an expected timescale for the review to be carried out will be given.

The review will be completed within 25 working days of receiving your response. If an extension is necessary we will inform you of the reason and provide you with an update.

If, at this stage, you remain dissatisfied with our response, please let us know and this will be looked into by the Chairman of the Malvernian Society. The Chairman will write to you clearly setting out the outcome of the review and the rationale for the decision.

An acknowledgement will be sent in writing (within five working days of receiving your response) and an expected timescale for the review to be carried out will be given.

The review will be completed within 25 working days of receiving your response. If an extension is necessary we will inform you of the reason and provide you with an update.

Step 4: Taking your complaint outside of the Malvernian Society

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to the [Fundraising Regulator](#).

September 2018