

Bat Conservation Trust



BAT CONSERVATION TRUST FUNDRAISING COMPLAINTS PROCEDURE

Bat Conservation Trust is committed to delivering a high standard of service to anyone who engages with our work. We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. General feedback and comments are also always welcome.

DEFINITION OF A FUNDRAISING COMPLAINT

We define a fundraising complaint as a criticism which alleges or indicates that we have not complied with the [Fundraising Policy and Statement](#) as required through our registration with the Fundraising Regulator, and that we have been in breach of the Code of Fundraising Practice and its associated rulebooks as detailed on the [Fundraising Regulator's website](#). All complaints warrant a timely and appropriate response and a proposed outcome to rectify and eliminate the issue from reoccurring. Fundraising complaints can include:

- Concern and criticism about the quality of our fundraising work
- Concern and criticism from a member or supporter about a particular fundraising approach or campaign
- Concern about the behaviour of our staff and volunteers when fundraising on behalf of Bat Conservation Trust

A fundraising complaint is not:

- A general query about our work
- A request to amend our records e.g. to amend contact details, cancel or amend a donation
- A request to amend a supporter's contact preferences

Fundraising complaints are complaints which are specifically about an action or area for which we have not complied with the Fundraising Promise. For non-fundraising complaints please contact us via our contacts pages: <http://www.bats.org.uk/pages/contact.html>.

OUR FUNDRAISING COMPLAINTS PROCEDURE

We have a dedicated procedure for investigating and responding to complaints about our fundraising work. Please let us know of your complaint as quickly as possible. 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 outside of this period but these may be more difficult to resolve satisfactorily because more time has passed.

We have a variety of ways you can get in touch

Via email: fundraise@bats.org.uk

By phone: +44(0)207 820 7168

By post: Director of Communications and Fundraising, Bat Conservation Trust, Quadrant House, 250 Kennington Lane, London. SE11 5RD

If you contact us by phone and the member of staff answering the call has knowledge of the area of the complaint, we will try to resolve the complaint over the phone by first gathering the facts using open questions. Complaints can also be made in person to our staff and a similar process to above will be followed. At the end of the call, or complaint made in person, we will summarise all the conversation to confirm that we have understood the situation. If you are satisfied with our action, that is the end of the action and we will note the complaint in our register. Alternatively the procedure outlined below for email or written complaints will be followed.

Complaints received via email or post will follow a similar procedure:

- We will acknowledge your complaint within five working days of your contacting us
- We 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:

- You may ask us to escalate the complaint by responding to us within 15 working days from when we sent our response to you
- Your complaint will then be reviewed by a member of the Bat Conservation Trust Senior Management Team
- We will aim to respond to this escalation within 10 working days

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.

If you are still not satisfied with how we have addressed your complaint, you can make a complaint to the Fundraising Regulator, provided that you do so within two months of receiving our response to you.

We expect our staff to be courteous towards you at all times, and to handle complaints in a professional manner.

We will maintain a record of any complaint received by us for a period of at least 24 months.

We may amend this Fundraising Complaints Policy from time to time. Any changes to this Policy will be communicated via this page.

Bat Conservation Trust

March 2017