

## Fundraising complaints procedure

At Blueprint for All, we work hard to ensure that any interactions with current and potential donors are of the highest quality. However, despite our best efforts we recognise that there may be occasions when you wish to register a complaint.

### Our fundraising promise

Blueprint for All is committed to the highest standards of fundraising practice and as such, we aim to adhere to the Fundraising Regulator's Code of Fundraising Practice at all times.

Blueprint for All takes any complaints about its fundraising practices seriously and we seek to address them in a timely and appropriate manner to satisfy our donors, supporters and our fundraisers.

### When and how should I complain?

You should complain if you do not consider that Blueprint for All in its fundraising practices has met the standards of the Fundraising Regulator in being respectful, open and honest in our communications or if you are not satisfied with some other aspect of our fundraising.

You can register your complaint in the following ways:

- By email: [fundraising@blueprintforall.org](mailto:fundraising@blueprintforall.org)
- By telephone: 020 8100 2800
- By post: Fundraising Team, Blueprint for All, 39 Brookmill Road, London, SE8 4HU

Please include your name and contact details so that we can get back in contact with you easily.

Please include an outline of your complaint, including the key issue to which you would like us to respond as well as how you would like Blueprint for All to resolve your complaint.

Throughout the process, we will treat you fairly and with respect, keeping you informed of progress promptly and letting you know how to escalate a complaint if you wish to pursue it further.

## Our response

We aim to acknowledge your complaint within 5 working days. We aim to respond to you within 20 working days from acknowledging your complaint.

If it is not possible to give a response within that timeframe, we will contact you to explain why and to provide an indication of when a full response can be expected.

If you are not satisfied with our response, please let us know and your complaint will be escalated to the next level of management. The relevant senior manager will review the facts and conduct a further investigation if necessary. The senior manager will write to you setting out the outcome of their review and the rationale for their decision.

An acknowledgement will be sent in writing within 5 working days of receiving your request to escalate the matter and we will aim to complete the review within 20 working days from acknowledgement.

If you still feel your complaint has not been resolved, you have the right to escalate your concerns to the Fundraising Regulator, who will make a final adjudication. You can contact them via the online complaint form, [here](#).



### INITIAL INVESTIGATION BY BLUEPRINT FOR ALL

- Complaint and investigation by fundraising department
- Acknowledgement of complaint within 5 working days
- Response within 20 working days of our acknowledgment to you



### ESCALATED INVESTIGATION BY BLUEPRINT FOR ALL

- If you are not satisfied with our response, a further review of the facts will be undertaken by a senior manager
- Acknowledgement within 5 working days of escalation of complaint
- Outcome and rationale for decision by senior manager within 20 working days of acknowledgement of escalation



### ESCALATED COMPLAINT TO FUNDRAISING REGULATOR

- If you are still not satisfied that your complaint has been resolved, you have the right to escalate to the Fundraising Regulator, who will make final adjudication