

Methodist Church in Britain Fundraising Complaints Procedure

The Methodist Church in Britain is committed to delivering a high standard of service to anyone who engages with our fundraising work. We ensure that all fundraising is conducted in a way that is legal, open, honest and respectful. This procedure also applies to any third party who conducts fundraising on our behalf.

The high standards we set ourselves are outlined in the [Code of Fundraising Practice of the Fundraising Regulator](#). However, should you have any concerns about our practices, we commit to ensuring that:

- People who support us and the wider public know how to make a fundraising complaint and can do so easily.
- Those making a fundraising complaint know that it will be dealt with sensitively, honestly and fairly.
- We treat any fundraising complaints we receive seriously.
- Fundraising complaints are dealt with in a timely and efficient manner.
- All relevant staff are aware of, and confident in following, the fundraising complaints procedure.
- Fundraising complaints are reviewed on a regular basis to inform our approach to fundraising and process improvements.

What is a fundraising complaint?

A fundraising complaint is an expression of dissatisfaction or concern about the standard of service, actions or lack of action taken in relation to fundraising by the Methodist Church in Britain, members of staff, or volunteers – which affects an individual, group or groups of people with whom the Church is involved.

A fundraising complaint differs from a complaint made under Part 11 of the Constitutional Practice and Discipline (CPD) of the Methodist Church. **Where an individual wants to bring a complaint in relation to the actions, omissions or words of a member of the Methodist Church, that complaint must be dealt with**

under Part 11 of CPD. This procedure does not relate to complaints made under Part 11.

The types of fundraising complaint we deal with include:

- How the Methodist Church collects or solicits property, money or the promise of money from people. This may involve misleading or excessive requests by post, over the telephone, face-to-face, on the street or at the door.
- The Methodist Church's relationship with donors. This may include disrespectful, misleading or otherwise unreasonable engagement once we have gained an individual's support.
- How the Methodist Church works with others to raise money. This may include instances where the relationship (operational or financial) between a third party working on our behalf and the Methodist Church is not made sufficiently clear.
- The Methodist Church's fundraising complaints-handling process. For example, a complainant may not have been treated with due courtesy or respect, or not received a response to a fundraising concern within four weeks of the complaint being made.
- Issues related to the management of an individual's contact preferences with fundraising organisations. This may include instances where an individual has been contacted by a particular fundraising organisation despite their express wish that this should not happen.

Who can make a fundraising complaint?

Any individual, group or organisation can make a fundraising complaint. We cannot process anonymous complaints or complaints made on behalf of a third party. All complaints must be set out in writing.

Procedure

You can submit a fundraising complaint in the following ways:

- By email to fundraising@methodistchurch.org.uk

- By letter to the Fundraising Team, Methodist Church House, 25 Marylebone Road, London NW1 5JR.

We will acknowledge and provide an initial response to your complaint within 10 working days of receiving it. We reserve the right to request further information about the nature of your fundraising complaint before beginning any investigation. Whilst we expect to be able to resolve most fundraising complaints within that time frame, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 28 days of receipt of the complaint to advise you of the findings and outcome of the investigation. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

If you are unhappy with the way in which your fundraising complaint has been dealt with, you may appeal in writing to the Head of Mission and Advocacy, using the above contact details and marked 'FAO Head of Mission and Advocacy'. Please set out in writing the way(s) in which you feel that the **process in handling your fundraising complaint** has fallen short of the high standards we set ourselves. If the Head of Mission and Advocacy believes that there were failures in this process, he will launch a further investigation into your original fundraising complaint. You will receive a final response no later than 10 working days following receipt of your written appeal.

If, after receiving our response to your fundraising complaint, the issue is not resolved to your satisfaction, you can ask the Fundraising Regulator to consider it by:

- submitting your complaint through the Fundraising Regulator website <https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/>
- contacting the Fundraising Regulator on 0300 999 3407.

Further details about the Fundraising Regulator and their complaints procedure may be found at www.fundraisingregulator.org.uk/make-a-complaint/

We reserve the right to reject fundraising complaints which are abusive or characterised by unreasonable behaviour whether in terms of the nature of the complaint or the manner in which it is pursued.

We reserve the right to take appropriate action in cases where a complainant behaves unacceptably. This may involve restricting the manner in which the complainant may communicate with our staff.

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