

# RAMM Development Trust Fundraising Complaint and Whistleblowing Policy

The RAMM Development Trust is registered with the [Fundraising Regulator](#). Those who register with the regulator agree to ensure their fundraising is legal, open, honest and respectful. The standards for fundraising are set out in the Code of Fundraising Practice and the Fundraising Promise outlines the commitment made to donors and the public.

## The Fundraising Promise

### We will commit to high standards

- ▶ We will adhere to the Fundraising Code of Practice
- ▶ We will monitor fundraisers, volunteers and third parties working with us to raise funds to ensure that they comply with the [Code of Fundraising Practice](#) with this Promise
- ▶ We will comply with the law as it applies to charities and fundraising
- ▶ We will display the Fundraising Regulator badge on our fundraising material to show we are committed to good practice

### We will be clear, honest and open

- ▶ We will tell the truth and we will not exaggerate
- ▶ We will do what we say we are going to do with donations we receive
- ▶ We will be clear about who we are and what we do
- ▶ We will give clear explanation of how you can make a gift and change a regular donation
- ▶ Where we ask a third party to fundraise on our behalf, we will make this relationship and financial arrangement transparent
- ▶ We will be able to explain our fundraising costs and show how they are in the best interests of our cause if challenged
- ▶ We will ensure our complaints process is clear and easily accessible
- ▶ We will provide clear and evidence based reasons for our decisions on complaints

### We will be respectful

- ▶ We will respect your rights and privacy
- ▶ We will not put undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we will respect your decision
- ▶ We will have a procedure for dealing with people in vulnerable circumstances and it will be available on request
- ▶ Where the law requires, we will get your consent before we contact you to fundraise
- ▶ If you tell us that you don't want us to contact you in a particular way we will not do so. We will work with the Telephone, Mail and Fundraising Preference Services to ensure that those who choose not to receive specific types of communication don't have to

## **We will be fair and reasonable**

- ▶ We will treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs
- ▶ We will take care not to use any images or words that intentionally cause distress or anxiety
- ▶ We will take care not to cause nuisance or disruption to the public

## **We will be accountable and responsible**

- ▶ We will manage our resources responsibly and consider the impact of our fundraising on our donors, supporters and the wider public
- ▶ If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint. We will listen to feedback and respond appropriately to complaints and criticism we receive
- ▶ We will have a complaints procedure, a copy of which will be available on our website or available on request
- ▶ Our complaints procedure will let you know how to contact the Fundraising Regulator in the event that you feel our response is unsatisfactory
- ▶ We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request

## **Fundraising complaint policy**

We welcome all comments and feedback about the way the RAMM Development Trust works. If you have a complaint or issue with the service you have been provided please do let us know. We aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way. As a charity receiving donations from the public, we are focused on ensuring a transparent and ethical approach to our fundraising.

The aim of this policy is to provide an efficient and clear fundraising complaints process, in line with our organisational values and standards set by the Fundraising Regulator.

The RAMM Development Trust is committed to excellent supporter 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 purpose of this complaints policy is to ensure we:

- ▶ Listen and are responsive to people who raise an issue with us
- ▶ Respond swiftly and at a level close to the point of service delivery
- ▶ Are fair and consistent
- ▶ 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
- ▶ Protect those raising a concern from victimisation and harassment

## How to complain

In the first instance, please send your complaint to us by email to: [rtddelegatedtrustee@exeter.gov.uk](mailto:rtddelegatedtrustee@exeter.gov.uk)

The delegated Trustee will appoint a Trustee to investigate your complaint. We aim to respond within 10 working days of receipt. If the matter requires further investigation, we will still provide you with an update within the 10 working days of receipt.

If you are unsatisfied with the outcome, your complaint will be escalated to a body of two Trustees not previously involved with the investigation. A review of the complaint will then be carried out. We aim to complete investigations within 25 days of the start date.

## Taking your complaint outside of the Trust

If you remain dissatisfied with the outcome, you are entitled to raise the matter with the Fundraising Regulator.

The Fundraising Regulator is the regulatory body for UK fundraising, overseeing charities and agencies compliance with the [Code of Fundraising Practice](#). They can adjudicate on

complaints relating to fundraising activities, where the complainant and charity cannot reach a resolution.

Please note: Complaints are required to be assessed by the charity before raising with the Fundraising Regulator.

Phone: 0300 999 3407

Website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

Post: Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road, London N1 6AH

## Whistleblowing policy

### What is whistleblowing?

Whistleblowing encourages and enables employees and others mentioned below in the 'Who does the policy apply to' section, to raise serious concerns within the RAMM Development Trust, rather than overlooking a problem or whistleblowing outside the Trust.

Employees and others mentioned below, are often the first to realise there is something seriously wrong within an organisation. However, they may not express their concerns as they may feel this is disloyal to their colleagues or to the organisation.

### Who does the whistleblowing policy apply to?

The policy applies to all employees, (including those designated as casual hours, temporary, agency, authorised volunteers and work experience) and contractors engaged by the Trust. It also covers suppliers and those providing services under a contract with the Trust.

### The purpose of this whistleblowing policy

- ▶ Provide avenues for you to raise concerns and receive feedback on any actions taken
- ▶ Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied
- ▶ Reassure you that you will be protected from possible reprisals and victimisation if you have a reasonable belief that you have made a disclosure in good faith

### What types of concerns are covered

- ▶ All low cases at start, conduct which is an offence or a breach of the law
- ▶ Disclosure related to miscarriages of justice

- ▶ The unauthorised use of public funds
- ▶ Possible fraud and corruption
- ▶ Harassment or physical abuse
- ▶ Other unethical conduct

## Safeguards

The Trust recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear as you are doing your duty. The Trust will not tolerate any harassment or victimisation and will take appropriate action to protect you when you raise a concern in good faith.

## Confidentiality

All concerns will be treated in confidence and every effort will be made not to reveal your identity should you wish. At the appropriate time however, you may need to come forward as a witness.

This policy however encourages you to put your name to your concern whenever possible.

Please note that you:

- ▶ Must disclose the information in good faith
- ▶ Must believe it to be substantially true
- ▶ Must not act maliciously or make false allegations
- ▶ Must not seek any personal gain

## How to raise your concern

As a first step you should raise your concerns verbally or in writing with your direct manager/supervisor. If this is not appropriate you should contact the Trust's delegated Trustee at [rdtdelegatedtrustee@exeter.gov.uk](mailto:rdtdelegatedtrustee@exeter.gov.uk) or contact Claire Bailey, RAMM's Development Officer at [claire.bailey@exeter.gov.uk](mailto:claire.bailey@exeter.gov.uk)

## For independent advice contact Protect – speak up, stop harm

Website: [www.protect-advice.org.uk](http://www.protect-advice.org.uk)

Protect advice line: 020 3117 2520

Email: [info@protect-advice.org.uk](mailto:info@protect-advice.org.uk)