

Version Control

Octavia Foundation Fundraising Complaints Policy and Procedure

VERSION [1]

Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.

Version Number	Sections Amended	Date of update	Approved by
1.0	Full policy drafted	21.10.25	Chief Operating Officer

Document owner: Head of Communities, Fundraising and Resilience
Document author: Fundraising Manager

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Review date: October 2027

1. Introduction

At Octavia Foundation, we greatly value everyone who supports our work with vulnerable people across Central and West London. We aim to maintain the highest standards in our fundraising activities and are committed to listening, learning, and improving. This policy explains how we handle comments, concerns, and complaints about our fundraising activities and outlines your right to a fair and timely resolution.

2. This policy applies to individuals and organisations who wish to comment on or complain about our fundraising activities. This includes donors and fundraising event participants.

3. Policy

3.1 The aim of this policy is demonstrate to our donors, partner organisations and other key stakeholders, that we take our fundraising practice seriously; should we fall short, we set out the procedure for raising a complaint against our fundraising practices, below.

This policy aligns with Abri's Achieving Together and Own it Openly values. It acknowledges that the best way to overcome obstacles or challenges is in open acknowledgment of them and our donors and stakeholders have valuable insight, which can serve to shape and improve our fundraising function.

4. Legal & Regulatory Framework

This policy has been drafted using the Fundraising Regulator Code of Practice framework, which has been updated as of 1 November 2025.

5. Related Policies

This policy links to the Octavia Foundation Fundraising Policy.

6. Comments and Feedback

We welcome feedback, including positive comments about your experiences with our fundraising. Feedback helps us

- Understand what we do well for our donors.
- Improve future activities and our approach.
- Ensure our messaging is clear, transparent, and resonates with supporters.

We will record and monitor comments and may use them (in an anonymised form) for internal reporting and learning.

7. Complaints procedure

We recognise that we may not always get things right. If you believe our fundraising has fallen short or we have made a mistake, we want to hear from you so we can put things right and prevent similar issues in the future.

Fundraising Complaints Policy and Procedure

How to make a complaint:

- **Email:** fundraising@octaviafoundation.org.uk
- **Post:** Emily House, 202-208 Kensal Road, London W10 5BN
- **Phone:** 0300 123 1567

How we handle complaints:

- We will acknowledge your complaint within **five working days**.
- We will outline the process we will follow to investigate.
- We aim to provide a full response within **20 working days**. If this is not possible, we will keep you updated on progress.
- When we respond, we will provide details of any actions we have taken and what we have learned.

Types of issues we treat as complaints:

- Inappropriate or improper fundraising methods.
- Professional incompetence or misconduct.
- Misuse of the Octavia Foundation's name or resources for private gain.
- Non-compliance with our policies or relevant laws and regulations.

Circumstances where we may not respond to a complaint:

- If the complaint is anonymous or contact details are not provided.
- If the complaint is unrelated to us or relates to multiple organisations in a mass mailing or email.

8. Appeals Process

If you're unhappy with the outcome of your complaint, you have the right to appeal.

- Appeals must be submitted in writing within **15 working days** of receiving our response.
- You should provide any new information or highlight where we may not have fully considered your original complaint.
- We will acknowledge appeals within **five working days** and aim to provide a final response within **15 working days**.
- Our response to an appeal will be final.

9. Taking Your Complaint Further

If you remain dissatisfied, you can raise your concerns with external bodies including:

- **The Fundraising Regulator:** <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints>
- **The Charity Commission (England & Wales):** <https://www.gov.uk/complain-about-charity>
- **The Advertising Standards Authority:** <https://www.asa.org.uk/>
- **The Information Commissioner's Office (ICO):** <https://ico.org.uk/>

10. Confidentiality and Data Protection

We take confidentiality seriously. Your personal data will be handled in line with our privacy policies and only shared with those investigating your complaint.

11. Monitoring and Review

- We report statistics and trends around fundraising complaints to our Board of Trustees and in our annual report.
- This policy will be reviewed regularly to remain compliant with evolving best practice and legislation.

Equality Impact Analysis

- See attached appendix for full Equality Impact Assessment. Of the 10 protected categories, 7 were found to have no impact as a result of the policy and procedure and 3 categories were positively impacted.

Appendices

Appendix 1: Fundraising Complaints Policy Equality Impact Assessment