

## Complaints Procedure: Fundraising Version 1.1

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Source – ET/Foundation Bursar/ SK/Development Director

**Senior School**  
Princethorpe College  
Princethorpe  
Rugby CV23 9PX

Tel: 01926 634200  
e-mail: [post@princethorpe.co.uk](mailto:post@princethorpe.co.uk)

**Junior School**  
Crescent School  
Bilton, Rugby  
CV22 7QH

Tel: 01788 521595  
e-mail: [admin@crescentschool.co.uk](mailto:admin@crescentschool.co.uk)

**Junior School & Nursery**  
Crackley Hall & Little Crackers  
St Joseph's Park  
Kenilworth CV8 2FT

Tel: 01926 514444  
e-mail: [post@crackleyhall.co.uk](mailto:post@crackleyhall.co.uk)



## Complaints Procedure: Fundraising

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## **Complaints Procedure - Fundraising**

### **1. Introduction**

The purpose of this policy is to provide a framework to ensure that any complaints about our fundraising activities are dealt with efficiently and appropriately, in accordance with this complaints procedure.

For the purposes of this policy, a 'school day' is a weekday that falls within term time, and not school holidays and excluding bank holidays.

The Foundation will make this complaints procedure available to all individuals on request from the school office of each school and on the appropriate section of the Foundation website.

Complaints should be made within three months of the incident giving rise to the complaint.

Complaints from parents relating to fundraising will be dealt with under this policy.

### **2. Who does this procedure apply to?**

This procedure applies to any individual who wishes to raise a concern about our fundraising activity.

### **3. What does the complaints procedure cover?**

This procedure covers any complaints where individuals believe we have not complied with the Fundraising Promise (as a Fundraising Regulator registered organisation).

### **4. How do I make a complaint?**

All complaints will be investigated by someone within the Foundation who is independent of the events giving rise to the complaint.

#### **Stage 1 – Informal complaint**

In the first instance, complaints should be raised informally with the Development Office.

The relevant contact details are: Mr Steve Kowal, Development Director, Princethorpe College, Rugby, Warwickshire CV23 9PX, email [stevekowal@princethorpe.co.uk](mailto:stevekowal@princethorpe.co.uk) telephone 01926 634200.

#### **Stage 2 – Formal complaint**

If it is not possible to resolve your complaint informally, please make a formal written complaint to the Foundation by email or post. If you are unable to submit a written complaint, please contact us by telephone.

The relevant contact details are: Mr Eddie Tolcher, Foundation Bursar, Princethorpe College, Rugby., Warwickshire CV23 9PX, email [eddietolcher@princethorpe.co.uk](mailto:eddietolcher@princethorpe.co.uk) telephone 01926 634200.

Please provide us with as much information as possible to enable us to handle your complaint, including:

- the basis of your complaint;
- how you feel the complaint could be resolved or how you think the Foundation could better provide its services; and
- any previous correspondence with the Foundation in relation to the matter.

The Char of Trustees is informed of complaints reaching Stage 2.

## **5. How will my complaint be handled?**

The Foundation will acknowledge receipt of your complaint and explain who will be carrying out the investigation where possible within 5 school days.

All relevant evidence will be reviewed and the person carrying out the investigation may, if necessary, speak to the complainant, person complained about (if relevant) and any third parties.

Once the investigation is complete, the investigator will respond to you in writing with his/her findings, where possible within 20 school days of the date that your formal complaint was received. The investigator will explain whether or not your complaint is upheld, and why, and give any recommendations as to how the Foundation's services can be improved.

If your complaint is particularly complex, and it is not possible to complete the investigation within the timeframe, the investigator will let you know how long it is likely to take to provide you with his/her findings, and will keep you updated on progress.

## **6. What happens next?**

The decision of the investigator is final.

We aim to ensure that we learn from complaints and that they enable us to improve our service.

If we are unable to resolve your complaint, you can raise it with the Fundraising Regulator within two months of our response.

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

Telephone: 0300 999 3407

Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)

Website: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

If you have any questions about this procedure, please contact the Foundation Bursar, Mr Eddie Tolcher at [eddietolcher@princethorpe.co.uk](mailto:eddietolcher@princethorpe.co.uk) telephone 01926 634200.