

# BRF complaints procedure

## Publicised contact details for complaints

Written complaints may be sent to BRF at 15 The Chambers, Vineyard, Abingdon OX14 3FE, by email to [complaints@brf.org.uk](mailto:complaints@brf.org.uk) or by using our electronic form at [brf.org.uk/makeacomplaint](http://brf.org.uk/makeacomplaint). Verbal complaints may be made by phone to 01865 319700 or in person to any of BRF's staff at the above address.

## Making a complaint

The following details will be required:

- The facts of the complaint
- The complainant's name, address, email address and telephone number
- The relationship of the complainant to BRF (for example: subscriber, donor, volunteer)
- Where appropriate, you will be invited to send a written account by post or by email so that the complaint is recorded in your own words.

## Resolving complaints

### Stage One

Complaints will be acknowledged within five working days. The acknowledgement will inform you of who is dealing with the complaint and when you can expect a reply. A copy of this document will be included with the acknowledgement.

Ideally, you will receive a definitive reply within 20 working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

The full reply will describe the steps being taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

### Stage Two

If you feel that the problem has not been satisfactorily resolved at Stage One, you can request that the complaint is reviewed at Board Level. At this stage, the complaint will be passed to the Chair of Trustees.

The request for Board-Level review will be acknowledged within five working days of receipt. The acknowledgement will inform you of who is dealing with the complaint and when you can expect a reply.

The Chair of Trustees may investigate the facts of the complaint personally or delegate a suitably senior person to do so. This may involve reviewing paperwork and speaking with the person who dealt with the complaint at Stage One.

Ideally, you will receive a definitive reply within 20 working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

The full reply will describe the steps being taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **External stage**

You can complain to the Charity Commission, the Fundraising Regulator or the Information Commissions Office (ICO) at any stage.

Information about how to make such complaints can be found via the links below:

- Charity Commission: [gov.uk/government/publications/complaints-about-charities](https://www.gov.uk/government/publications/complaints-about-charities)
- Fundraising Regulator: [fundraisingregulator.org.uk/complaints](https://www.fundraisingregulator.org.uk/complaints)
- Information Commissions Office (ICO): [ico.org.uk/make-a-complaint](https://www.ico.org.uk/make-a-complaint)

### **Variation of the complaints procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest – for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

### **Monitoring and learning**

Complaints are reviewed annually to identify any trends that may indicate a need to take further action.

*Last updated: January 2020*

*Last reviewed: July 2021*