

Complaints Handling Policy

Black Classic recognises that an effective complaint handling system is imperative to protecting the reputation and brand of the charity that we represent.

We are committed to responding to all feedback, in particular all complaints that we receive within a 48-hour period.

As a responsible fundraising agency, we aim to minimise the number of complaints that arise from our fundraising activities. We also recognise that when acted upon thoroughly, complaint handling and listening to feedback can help to improve our fundraising operations and training.

The principles that the complaints process seeks to apply are:

- Open and transparent communication;
- Being contactable by clients;
- Following through with any promised outcomes or training arising from a complaint;
- Dealing with all complaints at the earliest possible opportunity;
- Resolving complaints within the timeline agreed by all parties;

If a donor wishes to complain fundraisers must always;

- clearly show their ID badge, offer the charity number and inform the donor they may complain;
- show understanding to the person wishing to complain but must never attempt to dissuade the member of the public from making a complaint;
- be always polite, courteous and respectful at all times;

Black Classic's commits to;

- Resolve all complaints within a 48-hour period;
- Resolve any complaint that is deemed to be of a serious nature (as define below) within a four-hour period;
- Resolve complaints thoroughly and within agreed timeframes;
- Uphold professional standards;

Resolution of complaints;

- all complaints will be investigated by Black Classic including the complainant's statement and fundraisers statement;
- all complaints will be resolved objectively understanding that either the complainant or the fundraiser could be in error;
- resolved complaints will be classed as upheld or not upheld;

- the outcome of the investigation will be communicated to the client within the agreed timeframes;

Serious complaints are defined as, but not limited to;

- committing any act of dishonesty or fraud;
- committing a serious or persistent breach of fundraising legislation;
- being intoxicated through consumption of alcohol or under the influence of drugs at work;
- being charged with a criminal offence which is likely to affect adversely Black Classic's or a client's reputation;
- acting in a manner (whether during your duties or otherwise) which does, or in our reasonable opinion is likely to, bring you, the client or Black Classic into serious disrepute;
- behavior proven to be aggressive in nature;
- making suggestive or inappropriate propositions, including any attempts to further a personal relationship with a member of the public.