

# **ROYAL NAVAL BENEVOLENT TRUST**

## **FUNDRAISING COMPLAINTS PROCEDURE**

*The Royal Naval Benevolent Trust (RNBT) is a registered charity (Registered Charity Number 206243) and is registered with the Fundraising Regulator, the independent regulator of charitable fundraising, and is committed to the Fundraising Promise, which outlines our commitment to our donors and the public.*

1. If you have a complaint about our fundraising you can email us: [info@rnbt.org.uk](mailto:info@rnbt.org.uk) or write to RNBT, Castaway House, 311 Twyford Avenue, Portsmouth PO2 8RN.
2. RNBT takes all complaints seriously. We will treat you politely, fairly and respect your confidence.
3. The Fundraising Regulator advises that a complaint must be made to the fundraising organisation within 12 weeks of the fundraising incident or communication of which the complaint is made.

### **Fundraising Complaints Handling Procedure**

#### **First Stage**

4. We will attempt to resolve it or acknowledge receipt within 10 days of receipt, except during office closed periods. It is hoped that the majority of complaints will be resolved at this first stage.

#### **Second Stage**

5. If you are not happy with the response you should put your complaint in writing to the Chief Executive who will decide, after considering the complaint, the appropriate course of action to take.
6. In most cases the Chief Executive will meet or speak to you, normally within 15 working days of receiving the complaint, except during office closed periods, to discuss the matter. If possible, a resolution will be reached at this stage.
7. It may be necessary for the Chief Executive to carry out further investigations. Written records of all meetings and interviews held in relation to the complaint will be kept.
8. Once the Chief Executive is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and you will be informed of this decision in writing. The Chief Executive will also give reasons for the decision.
9. If you are still not satisfied with the decision, you should proceed to Stage 3 of this procedure. You would be expected to make this request within 20 working days<sup>1</sup> in writing to the Chairman of Trustees.

#### **Third Stage**

10. If you seek to invoke Stage 3 (following a failure to reach an earlier resolution), the Chairman of Trustees will convene a Fundraising Complaints Panel.

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<sup>1</sup> Taken to commence from the date of the Chief Executive's letter.

11. The matter will then be referred to the Fundraising Complaints Panel for consideration. The Panel will consist of one Trustee not directly involved in the matters detailed in the complaint, and a specifically appointed member of the Panel who is independent of the management and running of the Charity. Each of the Panel members shall be appointed by the Chairman. The nominated Trustee, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 working days<sup>2</sup>.

12. If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties normally not later than 5 working days prior to the hearing.

13. Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations.

14. The Panel will write to you informing you of its decision and the reasons for it, normally within 5 working days of the hearing. The decision of the Panel will be final. A copy of the Panel's findings and recommendations, if any, will be sent by electronic mail or otherwise given to you, and, where relevant, the person complained about. A copy will also be made available for inspection on the Charity's premises by the Chairman of Trustees and the Chief Executive.

### **Complaints to the Fundraising Regulator**

15. You may also complain directly to the Fundraising Regulator, who suggests that complainants can be referred if after 4 weeks following the complaint the matter has not been addressed or resolved satisfactorily. In usual circumstances the Fundraising Regulator will not consider a complaint before this period of time has expired.

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

The contact details for the Fundraising Regulator are as follows:

Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH  
T: 0300 999 3407  
E: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

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<sup>2</sup> Taken to commence from date of receipt of the Complainant's letter.