

Fundraising Complaints Policy

Outlining the definitions and procedure for processing complaints about Space's Fundraising Activities.

Version: 1.0

DYS Space Limited, 100 Club

Wear Barton Road, Exeter, Devon EX2 7EH

Registered in England and Wales, Company Number 10229618.

Charity Number 1173430. VAT Reg. Number 253 7495 791

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Introduction

This policy is specific to Fundraising Complaints and operates within the more general SPACE Complaints Policy and Chances School Complaints Policy.

DYS Space Ltd ("Space") is committed to being recognised by young people, stakeholders, partners, commissioners, funders, as well as the public, as an excellent service provider and charity.

We do this by being true to our values:

- ▼ *Integrity* - Doing what's right, even when no one is watching
- ▼ *Respect* - Interacting with fairness, kindness and dignity
- ▼ *Determination* - We don't give up on young people, our support is not conditional
- ▼ *Collaborative* - Doing great things together and with others
- ▼ *Accountable* - Managing risk, taking responsibility and being accountable to each other and our stakeholders
- ▼ *Dynamic* - Ensuring we deliver the right services, in the right settings, at the right time

We view all feedback and complaints as an opportunity to learn and improve, as well as an opportunity to make things right with the person or organisation that has made the complaint.

Aims

- To provide a fair complaints procedure: which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Space knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Space services. For example (this list is not exhaustive) –

- An allegation that action or lack of action by the service has affected an individual or a group

- An allegation that the service has failed to observe proper procedures
- An allegation that there has been an unacceptable delay in dealing with a matter
- An allegation about how an individual has been treated by a member of staff

Where complaints come from

- Complaints may come from any person or organisation that has a legitimate interest in Space
- A complaint can be received verbally, by phone, by email or in writing
- This policy does not cover complaints from staff members, who should use Space's other policies, including Discipline, Grievance, Capability or Code of Conduct

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following all relevant data protection requirements. See Space [Data Protection & Information Sharing Policy](#) Complainants have the right to external advocacy and the right to complain to overarching bodies such as the Charity Commission.

Complaints Procedure

The Complainant will contact the Fundraising Team (funding@spacepsm.org) with their complaint within two months of the incident.

Publicised contact details for complaints

Complaints may be sent to:



DYS Space Ltd at 100 Club Wear Barton Rd Exeter EX2 7EH



info@spacepsm.org



01392 662112



In person to any of Space's staff, volunteers or trustees at any of our centres, events or activities.



[Complaints and Compliments link](#) on our website

Complaints Process & timeline



Stage One

In many cases, the person responsible for the issue being complained about is the best person to resolve a complaint. The person who has received the complaint may be able to at the very least reassure the complainant that we will take their concerns seriously and in many cases they can resolve the concern swiftly and should do so if possible and appropriate.

We will acknowledge the complaint within **5 working days**. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply, our aim is to respond and resolve concerns within **20 working days**. A copy of this complaints procedure will be attached.

Line Managers will be informed of any complaint within 5 working days.

If immediate resolution is not possible, a line manager will delegate an appropriate person to investigate the complaint and take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Ideally complainants should 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 should be sent within that period with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Senior Leadership Level. At this stage, the complaint will be passed to the CEO.

The request for CEO review should be acknowledged within 5 working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The CEO may investigate the facts of the case themselves or delegate a suitable member of the senior leadership team to do so. This may involve reviewing the recording and details of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

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

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If satisfactory complaint resolution is not achieved in stage 2 then the matter can be escalated to Stage 3.



Stage Three

The CEO will inform the nominated trustee, who will liaise with the chair of trustees and board members as needed to identify any further action needed. There will be a further 20 working days allowed for stage 3. Any resolution passed at this level will be considered final.

Escalation to external bodies

If the complaint is regarding Space's fundraising activity the person may take their complaint to Space's Fundraising Manager and if concerns are not satisfactorily addressed, then to the Fundraising Regulator. Escalated complaints can be made via the [Fundraising Regulator's online complaints form](#) or by calling 0300 999 3407 or writing to: Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

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.

Policy Review

This policy is to be reviewed annually, or more regularly in the light of any significant new development.

Reviewed yearly by:	
Finance Manager:	
Date:	
On behalf of the Trustees:	Pete Adey
Date:	
Review date:	

Policy History:			
Version updated	Summary of Change	Date of Change	Amended Version No.
	Creation of policy	Sept 2025	1.0