



Fundraising Complaints Procedure

Created: January 2026

1. Purpose

Spread Some Sunshine Charity is committed to high standards in fundraising and to treating all supporters and members of the public fairly and respectfully. This procedure explains how fundraising complaints will be handled in line with the Fundraising Regulator's Code of Fundraising Practice and Charity Commission guidance.

2. Scope

This procedure applies to any complaint relating to fundraising activities carried out by or on behalf of Spread Some Sunshine Charity, including:

- Fundraising communications
- Behaviour of staff, volunteers or fundraisers
- Third-party fundraising carried out in the charity's name

3. What Is a Fundraising Complaint?

A fundraising complaint is any expression of dissatisfaction about:

- How fundraising was conducted
- The behaviour of anyone fundraising for the charity
- The frequency, tone or method of fundraising communications
- The handling of a donation

Complaints may be made by donors, supporters, members of the public or beneficiaries.

4. How to Make a Complaint

Complaints can be made in writing or verbally using the following contact details:

Email: hello@spreadsomesunshine.com

Postal Address: 36 Easter Way, South Godstone, RH9 8HQ

Telephone (if applicable): 07968 791866

Complainants are encouraged to provide:

- Their name and contact details
- Details of the complaint
- Dates, times and any relevant information

Anonymous complaints will be considered where sufficient information is provided.

5. Acknowledgement

- All complaints will be acknowledged within 5 working days of receipt.
- The acknowledgement will confirm who is handling the complaint and outline the next steps.

6. Investigation and Response

- Complaints will be investigated promptly, fairly and impartially.
- Where appropriate, contractors, volunteers, trustees or third parties may be asked to provide information.
- A written response will normally be provided within 20 working days of acknowledgement.
- If more time is required, the complainant will be informed of the reason and expected timescale.

7. Outcomes

Following investigation, the charity may:

- Provide an explanation or apology
- Take corrective or remedial action
- Review or change fundraising practices
- Provide additional training or guidance

The outcome will be communicated clearly and respectfully.

8. Escalation

If a complainant is not satisfied with the response:

- The complaint may be escalated to the Board of Trustees for review.
- The complainant will be informed of their right to refer the complaint to the Fundraising Regulator if it remains unresolved.

9. Fundraising Regulator

Complainants may contact the Fundraising Regulator directly if they are dissatisfied with the charity's response:

Postal Address: Fundraising Regulator, Eagle House, 167 City Road, London EC1V 1AW

Website: www.fundraisingregulator.org.uk

Telephone: 0300 999 3407

10. Recording and Learning

- All fundraising complaints will be logged and recorded securely.
- Complaints will be reviewed by trustees to identify trends and areas for improvement.
- Learning from complaints will be used to improve fundraising practices and supporter experience.

11. Confidentiality and Data Protection

- Complaints will be handled confidentially and in line with data protection legislation.
- Personal data will be used only for the purpose of handling the complaint.

12. Review

This procedure will be reviewed annually to ensure it remains effective and compliant with current guidance and legislation.

Approval

This policy has been reviewed and approved on behalf of the Trustees of Spread Some Sunshine.

Electronically signed:

Faye Toner

Faye Toner

Founder & Trustee, Spread Some Sunshine

Date: January 2026

Next scheduled review: January 2027