



Fundraising Complaint Procedure

The Joshua Tree sets out to deliver and maintain high standards in all areas of our fundraising work, however if you are unhappy with any aspect of our fundraising work, we would like to hear about it. We appreciate the feedback as it provides us with an opportunity to improve our fundraising activities. All complaints will be taken seriously and will be dealt with in a timely and considerate manner and with utmost discretion.

The Joshua Tree is a member of the Fundraising Regulator and as such it is committed to complying with its regulations and the Fundraising Promise.

Responding to complaints in a timely manner – we pledge that all complaints will be handled in a timely manner and will be resolved as quickly and efficiently as possible. Once you raise a complaint or concern, we will aim to acknowledge receipt of the complaint within 5 working days. You may expect a full response within 30 days detailing what action has been taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

However, if you feel that your complaint has not been satisfactorily resolved at this first stage, you can request for the complaint to be reviewed at board level and it will be passed to the Chair of Trustees in the first instance. The Board of Trustees will acknowledge receipt of the complaint within 10 working days.

Investigating a complaint justly and thoroughly – All complaints will be investigated by someone within the organisation who is independent of the events complained about. Where this is not possible, a third party outside of the organisation will be asked to investigate the complaint.

Communicating about a complaint - The Joshua Tree aims to provide clear, evidence-based reasons for the outcome of a complaint ensuring the conclusion is proportionate, appropriate and fair.

Recording complaints – The Joshua Tree will keep a record of the complaints received, the outcomes of the investigation and the reason for their decision.

How to make a complaint

Please contact The Joshua Tree by either:

Telephone: 01606 334552 (Monday to Friday 8.30am – 4.30pm)

Email: office@thejoshuatree.org.uk

Write: The CEO, The Joshua Tree, Dalefords Lane, Sandiway, CW8 2GW

Website: <https://thejoshuatree.org.uk/contact-us/anonymous-feedback/>



Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

We really hope that complaints can be resolved with you, however if after contacting us you are still not satisfied you could contact the Fundraising Regulator or Charity Commission. To find out further information about the Fundraising Regulator and the services they offer visit the Fundraising Regulator website <https://www.fundraisingregulator.org.uk/>.