



## **Phab Complaints Procedure Regarding Fundraising Activities**

Phab is a member of the Fundraising Standards Board self-regulatory scheme and, as members of the scheme, we follow the Institute of Fundraising's Codes of Fundraising Practice and comply with the key principles embodied in the Codes and in the Promise.

1. Any complaint regarding Phab's fundraising activities will be taken seriously and investigated, provided that it is put in writing and received within a reasonable time of the event.
2. Any member of the public who asks how to make a complaint will be provided with a copy of Phab's complaints procedure, the Fundraising Promise and the name of the Charity's complaints co-ordinator. They will also be given details of the Phab website which carries a copy of Phab's complaints procedure.
3. In the first place any complaint regarding Phab's fundraising will be acknowledged in writing by the nominated Charity officer within 7 days of receipt of the complaint.
4. The complaint will be investigated and the complainant advised of the outcome within 30 days of receipt of the complaint.
5. In the unlikely event that the matter cannot satisfactorily be resolved, the complainant will be given the opportunity to refer the complaint to the FRSB within two months of the Charity's response.
6. The Fundraising Standards Board staff will then contact the Charity for background information concerning the complaint before investigation and will seek resolution with all parties concerned within 30 days.
7. If the complainant is still not satisfied, they can seek adjudication by the Board of the Fundraising Standards Board who will either uphold or reject the complaint.