

Fundraising Code including Complaints Policy & Procedure

The Institute for Jewish Policy Research is hereinafter referred to as JPR and “the organisation”. In this policy, “we”, “us” and “our” refer to JPR, the owner and operator of this website.

JPR is a registered charity, and as such, seeks to raise funds from various sources to support its activities. These include grant applications to trusts and foundations, applications for research tenders and approaches to individuals for support. At all times, we seek to undertake this work efficiently and ethically, using the most up-to-date information available to us. However, fundraising activities can cause offence on rare occasions, and this document outlines what to do in such instances.

1. About this Procedure

JPR believes that effective investigation of complaints and learning from these are an important part of achieving high quality work. JPR is committed to ensuring that its work is of the highest quality.

JPR views all fundraising complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the fundraising complaint. This policy and procedure sets out the arrangements which JPR has for the investigation and resolution of complaints

2. Principles of JPR’s Fundraising Complaints Policy and Procedure

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a fundraising complaint
- To be accessible to all, regardless of age, disability, gender, ethnicity, belief or sexual orientation
- To publicise the existence of our fundraising complaints procedure so that people know how to contact us in the event that they wish to make a fundraising complaint
- To make sure JPR staff and trustees know what to do if a fundraising complaint is received
- To make sure all fundraising complaints are investigated fairly and efficiently
- To make sure that fundraising complaints are, wherever possible, resolved and that relationships are repaired
- To treat complainants with respect and courtesy and to ensure that they receive appropriate support throughout the handling of the complaint
- To gather information which helps us to improve our fundraising work
- To ensure fundraising complaints are handled in accordance with our procedures, which is part of our Fundraising Promise to supporters.

3. What is a Fundraising Complaint?

A fundraising complaint is any expression of dissatisfaction, whether justified or not, about any aspect of JPR’s fundraising activities. A complaint can be made by donors and other individuals who we contact about our work, or by any other person or

organisation with an interest in the Charity and its activities, and it can be received verbally, by phone, by email or in writing.

Most straightforward complaints will be able to be addressed immediately in conversation, by email, or by using social media at the time at which the complaint is made, wherever appropriate using the same medium of communication as used by the complainant.

4. Confidentiality

All fundraising complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Fundraising complaints are retained for at least 24 months from the date on which the fundraising complaint is made, except where Data Protection law requires that the information be put beyond use earlier than this (for example, where, within this timeframe, the complainant requests that his/her information be destroyed).

5. Responsibility

Overall responsibility for this procedure and its implementation lies with the Board of Trustees at JPR.

6. Registering a Fundraising Complaint

To ensure any complaint that we receive is managed effectively, all fundraising complaints must be addressed to the Director of Operations to initiate the complaints process.

If you wish to make a fundraising complaint, please contact the Director of Operations as follows:

Telephone: 020 7424 9265

Email: feedback@jpr.org.uk

Post: ORT House, 126 Albert Street, London NW1 7NE, UK

7. Resolving Your Fundraising Complaint

On receiving a fundraising complaint, it will be logged by a member of the JPR administration team and allocated a unique reference number. Complainants can expect a response, in writing, by email or phone, within twenty working days of JPR receiving the complaint.

If the complaint is not able to be resolved informally, an appropriate person within JPR will be identified to investigate it and take further action. Complainants will be notified about who is handling the complaint and will receive a copy of this fundraising complaints procedure.

If the complaint relates to a specific JPR staff member or trustee, they will be informed and given a fair opportunity to respond. In many cases, a fundraising complaint is best resolved, wherever possible, by the person responsible for the issue being complained about.

You should expect to receive a definitive reply within twenty working days of submitting your complaint. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent to you with an indication of when a full reply will be given.

Whether your fundraising complaint is justified or not, our reply to you will describe the action taken to investigate your fundraising complaint, the conclusions from the investigation, and any action taken as a result of your fundraising complaint.

8. Appeal

If you feel that the problem has not been satisfactorily resolved, you can request that your fundraising complaint is reviewed by the Charity's Executive Director.

Your request for a review by the Executive Director will be acknowledged within twenty working days of receiving it. The acknowledgement will say who will deal with your fundraising complaint and when you can expect a reply.

The Executive Director may investigate your fundraising complaint themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the fundraising complaint and speaking with the person who dealt with the original complaint.

Ideally you should receive a definitive reply within two months of requesting a review by the Executive Director. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent to you with an indication of when a full reply will be given.

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

The decision taken at this stage is final, unless the Executive Director decides it is appropriate to seek external assistance with resolution.

9. Variation of the Fundraising Complaints Procedure

The Board of Trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Executive Director should not also have the Executive Director as the person looking into the complaint.

10. Monitoring and Learning from the Fundraising Complaints

Fundraising complaints will be reviewed periodically as required to identify any trends which may indicate a need to take further action.

11. Fundraising Regulator

JPR is registering with the Fundraising Regulator (FR). If you feel that we have not satisfactorily resolved your complaint, you can contact the Fundraising Regulator at: <http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

12. Document review

This policy will be reviewed periodically and approved by the senior management team at JPR.

13. Contact information:

Please direct all fundraising complaints to:

Fundraising Complaints
JPR / Institute for Jewish Policy Research
ORT House
126 Albert Street
London
NW1 7NE

tel. +44 (0)20 7424 9265

email: jpr@jpr.org.uk

The Institute for Jewish Policy Research (JPR) is a registered charity (no. 252626) and company limited by guarantee (registration no. 00894309 London), registered office as above.