



SS Great Britain Trust Fundraising Comments and Complaints Policy

Introduction

At the SS Great Britain Trust, we believe that giving should be an enjoyable experience. We work hard to ensure that all our interactions with current and potential donors are of the highest quality. We are registered with the Fundraising Regulator, and have signed up to the Fundraising Promise, demonstrating our commitment to best practice.

Despite our best efforts, we recognise that there may be occasions when you wish to register a complaint. We take complaints seriously and seek to address them appropriately.

Who is this policy for?

This policy is for individuals and organisations who would like to share their views on our fundraising activities. This includes (but is not limited to) donors, volunteers, event participants and appeal recipients.

This policy doesn't apply to SS Great Britain Trust team members, please refer to our general complaints procedure or internal policies if you fall into those categories.

Comments and Complaints

Comments

If you have had a great experience that you would like comment on that's enormously helpful. Not only is it a boost for morale, commenting on a positive fundraising experience is an invaluable learning tool which helps us to:

- Understand what we are doing well.
- Share feedback with the team and any young people involved in the fundraising activity.
- Plan future activities with confidence.
- Track perceived quality of our work.
- Know if different messages, stories or experiences are received as hoped.

We will record and monitor comments. Aggregated and anonymised comments will be assessed internally.



How to complain

SS Great Britain Trust's is committed to excellent giving experiences, we take complaints as an opportunity to learn and improve.

As a guide, we will treat the following issues as complaints. Please note this is not an exhaustive list:

- Non-compliance with the [Fundraising Promise](#), and therefore may be in breach of the [Code of Fundraising Practice](#)
- Inappropriate/improper fundraising methods.
- Professional incompetence/misconduct.
- Income being spent on anything other than the purpose which it was specifically fundraised for.
- Non-compliance with SS Great Britain Trust's own policies.
- Criminality or non-compliance with relevant laws and regulations.

Please send your complaint to us in one of the following ways:

- Phone: 0117 462 3125
- Email: development@ssgreatbritain.org or by
- Post: SS Great Britain Trust, Great Western Dockyard, Bristol, BS1 6TY

We know that complaining can sometimes be an uncomfortable experience, so we endeavour to provide the following measures to ease the experience:

- Limit who can see your personal data as it relates to the complaint.
- Respond to your complaint in a timely and fair manner.
- Give you a named contact.

We will record and monitor complaints, and the learnings taken from these complaints. Aggregated and anonymised complaints will be assessed internally and reported to our Board of Trustees.

Process of responding to complaint

Your complaint will be reviewed, and we aim to respond within seven working days of receipt. If the matter requires further investigation, we will provide you with an update within 15 working days of receipt. The report to the complainant will include an outline of the lessons learnt and any changes made to services, guidance or policy as a result of the complaint.

If you are unsatisfied with the outcome, you can appeal the outcome, which means the complaint will be escalated to senior management where a review of the complaint will



be carried out. We aim to complete investigations and report back to the complainant within 25 days of the complaint start date.

Our response to an appeal will be final and there will be no further redress within SS Great Britain Trust. If you are still unhappy with our response at this point, you can escalate the complaint to the Fundraising Regulator.

The Fundraising Regulator

The Fundraising Regulator is the independent regulator of charitable fundraising in the UK. It sets and promotes the standards for fundraising practice and adjudicates complaints from the public about fundraising where these cannot be resolved by the charities themselves.

You can contact the Fundraising Regulator via the below channels:

- Online: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>
- emailing complaints@fundraisingregulator.org.uk
- calling 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)
- sending a letter to Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW