

Cornwall Air Ambulance

Saving Time. Saving Lives.

Complaints Policy

Cornwall Air Ambulance Trust

Registered Charity 1133295

Cornwall Air Ambulance Trust
Trevithick Downs
Newquay
Cornwall
TR8 4DY
Telephone 01637 889926

www.cornwallairambulancetrust.org
enquiries@cornwallairambulancetrust.org

Introduction:

Cornwall Air Ambulance Trust is a member of the Fundraising Regulator, and members of staff are registered with the Institute of Fundraising as well as other professional fundraising organisations such as the National Council for Voluntary Organisations (NCVO) which provide guidelines on best practise in the charity sector.

In accordance with the charity wishing to uphold the highest professional standards in everything that it does, the charity has adopted this complaints policy which sets out how the charity will deal with any complaints that it receives.

Whilst everyone associated with the charity is expected to act as an ambassador, with complete integrity, honesty and trust, no one is permitted to accept or admit any liability to any cause for complaint, until the matter has been fully and properly investigated, the outcome has been determined and disseminated to the complainant, and evidence of wrong doing has been established and proven.

Fundraising Activity Complaints

All fundraising activity complaints are to be directed to the Director of Fundraising.

In the absence of the Director of Fundraising, fundraising complaints are to be directed to the Chief Executive.

The Board of Trustees are informed of serious complaints and unresolved complaints in the CEO report to them, and all complaints received in annual reports.

Examples of fundraising complaints may include:

- Complaints received following public fundraising events
- Complaints related to mail, telephone, or direct or face to face fundraising
- Complaints relating to purchased goods and merchandise
- Complaints relating to representatives of the charity
- Complaints relating to patient confidentiality, publicity material, marketing material.
- Complaints relating to poor administration

Where complaints relating to charity fundraising activities are received, the following process will apply in all cases.

- 1) The complaint will be fully documented, including how the complaint was received, the date and time, and who received it. Any and all information received relating to any complaint, including telephone messages, e mail, letters, notes taken during meetings, statements or any other evidence provided by any party to the complaint, will be recorded and kept on file. Data Protection will apply to the content of the file.

- 2) In most cases it will be expected that the complainant will submit their complaint in writing, although the charity will receive complaints by telephone, e mail, text, or via the charity website. The charity will not present any barriers to the receipt of complaints.
- 3) The complainant will be treated sympathetically and courteously.
- 4) Where appropriate, the charity will apologise fully, revise policies or procedures, provide training and guidance in order to eliminate any cause of complaint which is founded.
- 5) Complaints will NEVER be ignored.

In all matters relating to complaints, the Director of Fundraising or the Chief Executive, will undertake the following responsibility for the charity.

- A. Acknowledge in writing any complaint received by the charity within 14 days.
- B. Investigate any complaints promptly and with diligence.
- C. Provide the complainant with a written explanation of the outcome of any investigations carried out within 30 days of the complaint.
- D. Inform the complainant of their rights to refer the complaint to the Fundraising Regulator
- E. When asked, the charity will provide copies of this Complaints Policy to the complainant within 14 days of it being requested.
- F. Comply with any investigation carried out by the Fundraising Regulator

For complaints relating to Lottery Fundraising, regulated by the Gambling Commission, please refer to our website page about Mission Maker lottery or telephone 01637 889926.

This policy is reviewed annually