

NSPCC Fundraising Complaints Policy

The NSPCC is committed to ending cruelty to children. Each step we make is dependent on our voluntary funding through fundraising and we are committed to the highest standards. We operate within fundraising guidelines set down by the Charity Commission, the Institute of Fundraising and the Fundraising Standards Board and strive to ensure all our fundraising activity is open, fair, effective and honest.

If you have any concerns about an NSPCC fundraising activity, dislike the way you have been asked for a donation or are in any other way dissatisfied or upset about our fundraising - please get in touch with your NSPCC contact, or the Supporter Care team:

- by emailing supportercare@nspcc.org.uk
- by telephone on 020 7825 2505
- by writing to the Supporter Care team, NSPCC, 42 Curtain Road, London EC2A 3NH.

To make a formal complaint you can contact the complaints coordinator, Deirdre Kehoe:

- by emailing fundraisingcomplaints@nspcc.org.uk
- by telephone on 020 7825 2797
- by writing to the fundraising complaints coordinator, NSPCC, 42 Curtain Road, London EC2A 3NH.

If you make a formal complaint about our fundraising activity, you should expect to hear from the NSPCC within five working days. The reply will either be a full explanation or we will inform you that we are looking into your complaint with details of when you should expect a full reply.

If you are unhappy with the way in which we have dealt with your complaint, you can contact the FRSB to progress it further. FRSB contact details are: Fundraising Standards Board, Hampton House, 20 Albert Embankment, London SE1 7JT. The FRSB website address is frsb.org.uk

The NSPCC's commitment to the Fundraising Promise



Our fundraising promise

The NSPCC is a member of the Fundraising Standards Board (FRSB) self-regulatory scheme. The Fundraising Standards Board works to ensure that organisations raising money from the public do so honestly and properly. As a member of the scheme, the NSPCC follows the Institute of Fundraising's Codes of Fundraising Practice and comply with all the key principles embodied in the Codes and in this Promise.

We are committed to high standards

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us comply with the Codes and with this Promise.
- We comply with the law including those that apply to data protection, health and safety and the environment.

We are honest and open

- We tell the truth.
- We do not exaggerate or embellish any information.
- We do what we say we are going to do.
- We answer all reasonable questions about our fundraising activities and costs. Please contact us, visit our website or see our annual report if you require further details.

We are clear

- We are clear about who we are, what we do and how your gift is used.
- Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive.
- We give a clear explanation of how you can make a gift and amend a regular commitment.

We are respectful

- We respect the rights, dignities and privacy of our supporters and beneficiaries.
- We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision.
- If you tell us that you don't want us to contact you in a particular way we will not do so.

We are fair and reasonable

- We take care not to cause unreasonable nuisance or disruption.
- We take care not to use any images or words that cause unjustifiable distress or offence.

We are accountable

- If you are unhappy with anything we have done whilst fundraising, you can contact us to make a complaint.
- We have a complaints procedure, a copy of which is available on request.
- If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication.

