

# Jubilee House Complaints Procedure



Jubilee House Care Trust follows the Code of Fundraising Practice, which sets out the standards of all charitable fundraising organisations across the UK, but we understand that there may be times when our supporters may not be happy about aspects of our fundraising and wish to raise a complaint. We welcome this feedback as an opportunity to improve our fundraising practice and are committed to dealing with all such complaints promptly and fairly.

**Definition of a Fundraising Complaint.** Jubilee House considers a fund-raising complaint to be a criticism that we have not complied with the Code of Fundraising Practice or with any other legal requirements in relation to fundraising. So, for instance, a complaint made by a supporter that a fundraising campaign breaks the [Code of Fundraising Practice](#) will be treated as a fundraising complaint, whereas a comment by a supporter that they would prefer us to follow a different fundraising strategy (because of a personal preference) will not.

Complaints should be made within three months of the incident that has given rise to the complaint, to allow us to investigate properly.

## Making a Complaint

a) In the first instance, you can make a fundraising complaint by contacting JH by any of the following means:

**Via Email:** [fundraising@jubileehouse.com](mailto:fundraising@jubileehouse.com)

**By Telephone:** 01707 390107

**By post:** Fundraising, 1<sup>st</sup> floor, St David's House, 11 Blenheim Court, Brownfields, Welwyn Garden City, Hertfordshire, AL7 1AD

b) JH will acknowledge any complaints within 3 working days of receipt. We will appoint a manager of suitable authority to investigate the complaint and will inform you of their name. We expect to resolve most complaints within 10 working days, but occasionally it may take longer. If this is the case then we will keep you informed and we will take no more than 28 working days from the receipt of the original complaint to advise you of the outcome of the investigation.

c) If you are not happy with the outcome of the investigation then, within 15 working days of the date of our response, you can ask us to refer the complaint to the Board of Trustees. The Board will appoint a Trustee to conduct their own investigation and will respond to you within a further 15 working days.

d) If you remain unsatisfied with our final response then you have the right to refer the complaint to the Fundraising Regulator. This should be done within two months of our final response.

<https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

e) We will retain a record of any complaint made to us for a period of 24 months.