



## Fundraising Complaints Procedure

Balliol works hard to ensure that our interactions with current and potential donors are of the highest quality. However, we recognise that there may be times when we fail to meet our own high standards. When this happens, we'd like to hear about it so that we can deal with the situation, make it right, and learn from it so that it doesn't happen again.

We take complaints seriously and consider them an opportunity to improve. If you have any concerns about Balliol's fundraising activities, please get in touch.

### How to complain

#### *Tell us in writing*

You may send your complaint to us formally in one of the following two ways:

1. Email: [andrew.murton@balliol.ox.ac.uk](mailto:andrew.murton@balliol.ox.ac.uk) with the subject line: Fundraising Complaint
2. Post: Andrew Murton, Head of Development Operations, Balliol College, Broad Street, Oxford, OX1 3BJ.

Please include your name and contact details in your email or letter so that we can get back in touch with you easily.

Throughout the complaint process, we will treat you fairly and with respect, keep you informed of progress, respond promptly, and let you know how to escalate your complaint if you wish to pursue it further.

#### *We will respond*

We aim to acknowledge all complaints within 5 working days, and to resolve them within 10 working days.

Your complaint will be fully investigated by a senior member of Development Office staff. The outcome of our investigation will be communicated to you within 10 working days of the receipt of your complaint. If it is not possible to give a response within that timescale, we will contact you to explain why and to provide an indication of when a full response can be expected.

#### *If you are not satisfied by our response*

All formal complaints are reported to the College's Development Committee, chaired by the Master. If you are not satisfied with our response, please let us know and your complaint will be reviewed further by members of the Development Committee. The

Development Director will write to you setting out the outcome of their review and the rationale for the decision.

An acknowledgement will be sent in writing within 5 days of receiving your response, and we will aim to complete the review within 25 working days.

#### Taking your complaint outside of Balliol College

In fundraising we adhere to all applicable laws in the relevant jurisdictions (England/Wales, Scotland, Northern Ireland, the United States, Canada, Australia, Singapore, China, etc), and we follow voluntary recommendations applicable in our collegiate/alumni context of the Fundraising Regulator's Fundraising Code (as amended).

The Fundraising Regulator (<https://www.fundraisingregulator.org.uk/>) is the independent regulator of charitable fundraising in the UK. They set and promote the standards for fundraising practice and adjudicate complaints from the public about fundraising where these cannot be resolved by the charities themselves.

If you would like to make a complaint to the Fundraising Regulator regarding Balliol College, please contact them via their online complaint form: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

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