



Supporter Complaints Policy & Procedure

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1. SCOPE

- 1.1 The University College of Osteopathy (UCO) views supporter complaints as an opportunity to learn and improve our fundraising for the future, as well as a chance to put things right for the person or organisation that has made the complaint. We aim to respond speedily to satisfy our alumni, supporters and volunteers. This complaints procedure covers fundraising activities, communications, and events.

2. POLICY

- 2.1 Our policy is:
- a) To provide a fair complaints procedure that is clear and easy to use for any supporter wishing to make a complaint.
 - b) To publicise the existence of our supporter complaints' procedure so that people know how to contact us to make a complaint.
 - c) To make sure everyone at the UCO knows what to do if a supporter complaint is received.
 - d) To make sure all supporter complaints are investigated fairly and in a timely way.
 - e) To make sure that supporter complaints are, wherever possible, resolved and that relationships are repaired.
 - f) To gather information which helps us to improve what we do.

3. DEFINITION OF A SUPPORTER COMPLAINT

- 3.1 A supporter complaint is any expression of dissatisfaction, whether justified or not, about any aspect of fundraising at the UCO.

4. WHERE COMPLAINTS COME FROM

- 4.1 Complaints may come from any person or organisation that has a legitimate interest in fundraising at the UCO.
- 4.2 A complaint can be received verbally, by phone, by email or in writing.
- 4.3 This policy does not cover complaints that are not related to the UCO's fundraising activities.

5. CONFIDENTIALITY

- 5.1 All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

6. RESPONSIBILITY

- 6.1 Overall responsibility for this policy and its implementation lies with the Vice-Chancellor.

7. REVIEW

- 7.1 This policy is reviewed regularly and updated as required.

8. SUPPORTER COMPLAINTS PROCEDURE

A) STAGE ONE

- 8.1 All complaints, written or verbal, should be reported to the UCO's Complaints Officer:

Complaints Officer
University College of Osteopathy
275 Borough High Street
London SE1 1JE
Tel: 020 7089 5353
Email: complaints@uco.ac.uk

- 8.2 Supporter complaints received by telephone or in person need to be recorded.
- 8.3 On receipt of a complaint an initial assessment will be made to see if it can be satisfactorily resolved locally through clarification, action or apology.
- 8.4 For letters and emails a written acknowledgement of receipt and for calls an acknowledgement of receipt by telephone will be sent/made within 5 working days of receiving the complaint.
- 8.5 The person who receives a phone or in person complaint should:
- Write down the facts of the supporter complaint
 - Take the complainant's name, address and telephone number
 - Note down the relationship of the complainant to the UCO (for example: alumnus, community partner)
 - Tell the complainant that we have a supporter complaints procedure
 - Tell the complainant what will happen next and how long it will take
 - Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- 8.6 The Complaints Officer will work with the Fundraising Department to research and investigate the complaint.

- 8.7 We aim to respond to the complainant within 20 working days from acknowledging the complaint. If this is not possible, we will advise the complainant when they are likely to get a response.

B) STAGE TWO

- 8.8 Unresolved complaints from Stage One will be escalated to the next level of management, the Vice Chancellor's Group.
- 8.9 For letters and emails written acknowledgment of receipt and for calls an acknowledgment of receipt by telephone will be sent/made within 2 working days of receiving your confirmation that you remain unsatisfied with our initial response.
- 8.10 The relevant manager will review the facts of the case conducting further investigation if necessary.
- 8.11 We aim to resolve the complaint within 15 working days from acknowledgment. If this is not possible, we will advise you when you are likely to get a response.

C) STAGE THREE

- 8.12 Unresolved complaints from Stage Two or extremely serious complaints will be escalated to the Trustees.
- 8.13 For letters and emails written acknowledgment of receipt and for calls an acknowledgment of receipt by telephone will be sent/made within 2 working days of receiving your confirmation that you remain unsatisfied with our initial response.
- 8.14 The Trustees will review the facts of the case conducting further investigation if necessary.
- 8.15 We aim to resolve the complaint within 14 working days from acknowledgment.
- 8.16 In the extremely unlikely event that a complaint remains unresolved after Stage Three the complaint will be referred to the [Fundraising Regulator](#) for final adjudication.

9. VARIATION OF THE COMPLAINTS PROCEDURE

- 9.1 The UCO may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

10. MONITORING AND LEARNING FROM COMPLAINTS

- 10.1 Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

CORE DOCUMENTATION RECORD PAGE

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Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author	Location(s)	Proposed next review date and approval required
V1.0	Jun 2016 Board of Directors	To provide a fair complaints procedure that is clear and easy to use for any supporter wishing to make a complaint.	Corporate Services Director	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Jun 2018
V2.0	Jul 2017 PRAG Chair	Administrative Amendments to update institution name change from British School of Osteopathy to University College of Osteopathy.	Head of Fundraising	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Jun 2018
V3.0	May 2018 PRAG Chair	Administrative Amendments to reflect title changes (i.e. from Principal to Vice-Chancellor, etc.)	Head of Fundraising	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Jun 2018
V4.0	Oct 2019 SMT	Extensive review: Procedure simplified, and more specific detail given for clarification	Trusts and Foundations Manager	All master versions will be held in: J:\0 Quality Team - Core Documentation Website	Oct 2022
V4.0	March 2023 SMT	Scheduled Review: No Changes	Executive Assistant (in lieu of Fundraising)	All master versions will be held in: SharePoint- Quality Published: Website	March 2026

Equality Impact

Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)

Neutral equality impact (i.e. no significant effect)

X

Negative equality impact (i.e. increasing inequalities)

If you have any feedback or suggestions for enhancing this policy, please email your comments to: quality@uco.ac.uk