



## **Making a Complaint About the Fundraising Standards Board (FRSB)**

The FRSB is committed to ensuring that it deals with both its members and the public in a clear, fair, respectful and proportionate way.

If you are not happy with the service you have received from the FRSB, you are welcome to raise your concerns with us; we are always keen to address situations where we may have fallen short of the high standards we set ourselves.

Complaints from members of the public about the FRSB could include:

- ✓ *Dissatisfaction at the way in which a complaint has been managed by the FRSB.*
- ✓ *The conduct of an FRSB member of staff*
- ✓ *The conduct of the FRSB's Chief Executive*

Complaints from FRSB members about the FRSB scheme could include:

- ✓ *Concerns about the conduct of an FRSB member of staff*
- ✓ *The manner in which the FRSB has managed a complaint made against the organisation*
- ✓ *Lack of FRSB guidance and assistance during the course an organisation's membership.*
- ✓ *Concerns about any FRSB membership benefits eg. events, corporate partnerships etc*

## **The Process**

### **Step 1**

You need to tell us about your concerns **within 30 days** of the issue arising. You can either call us on 0845 402 5442 or e-mail [info@frsb.org.uk](mailto:info@frsb.org.uk).

Our Chief Executive will respond to your complaint **within 5 working days** and will aim to resolve it **within 14 working days**.



## **Step 2**

If you feel that your complaint has not been resolved by our CEO to your satisfaction, you can raise your concerns with the Chair of the Board of Directors by writing to:

Chair of the Board  
FREEPOST RSHE-UARA-BUBY  
Fundraising Standards Board  
61 London Fruit Exchange  
Brushfield Street  
LONDON  
E1 6EP

The Chair of the Board will acknowledge your complaint within **5 working days** and will aim to resolve it **within 14 days**.

***THIS IS THE FINAL STAGE OF THE PROCESS***