

FRSB Member Annual Complaints Return 2010

1. Important Information

Welcome to the FRSB Annual Complaints Return Online.

You are about to start the process for submitting your annual complaints return for 2010.

Your return should cover complaints about your fundraising you received between 1 January 2009 and 31 December 2009.

WHAT IS REQUIRED?

You must include all complaints about your fundraising activity whether you believe you have resolved them or not.

As with last year's return, based on member feedback we ask you to tell us about the volume of activity you carried out in some key fundraising areas. This enables us to put the level of complaints into context.

This year we are also asking for additional detail regarding your direct mail & telephone fundraising complaints. This is because of the high percentage of complaints reported during 2008 which relate to these activities. If we can get a better steer from you as to what aspects of these activities are yielding complaints, we will be able to address those concerns and issue guidance where appropriate.

If you have any questions about the return please contact us on 0845 402 5442

- * 1. Before you go on to complete the Annual Complaints Return, please provide the following mandatory information.

You will need your organisation's membership number in order to continue to the next step. You can obtain your membership number by calling 0845 402 5442 if unsure.

Full Name	<input type="text"/>
Organisation Name	<input type="text"/>
Membership Number	<input type="text"/>
Your E-mail Address	<input type="text"/>
Phone Number:	<input type="text"/>

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* 2. What is your charity's main area of work? (Please select one option only)

Animal (Domestic)

Conservation & Heritage

Homelessness

Animal (Wild)

Crisis & Rescue

Humanitarian

Art & Culture

Disability

Medical & Research

Care & Social

Education

Overseas

Child & Youth

Elderly

Religion

Community Safety

Environment

Sport

Other (please specify)

* 3. In which country of the United Kingdom do you work? (Please tick all buttons that apply)

England

Northern Ireland

Scotland

Wales

2. Did you receive any complaints?

To save time and to make sure that you only have to answer the questions relevant to you please tell us whether you have received any complaints during 2009.

- * 4. Please select the most appropriate option to continue.
(A zero return means you have had no complaints for the period and you do not wish to tell us about the volume of activity you have undertaken)

I have complaints and/or volume of activity to enter

I have no complaints and no volume of activity to enter (this will result in a zero return and will take you to the end of the survey)

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3. Face to Face Fundraising

Include complaints relating to your face to face activity as well as, where you can, the volume of activity carried out in each of these methods.

* 5. How many Face-to-Face fundraising complaints did you receive about the following?

Door to Door (Direct Debit collection only)

Fundraising on the street (Direct Debit collection only)

Cash Collections (via collection buckets/tins, at the door and on the street)

6. What volume of Face-to-Face activity did you carry out in each of the following?

Door to Door: Tell us about the number of households visited. (Direct Debit collection only)

Fundraising on the street: Tell us the total number of supporters signed up via Direct Debit

Cash Collections: Give us an estimate of the number of collection paraphernalia in circulation

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4. Direct Marketing

Include complaints relating to your direct marketing activity as well as, where you can, the volume of activity carried out in each of these methods

* 7. How many direct marketing complaints did you receive about the following?

Un-addressed pieces of direct mail (door drops)	<input type="text"/>
Addressed pieces of direct mail	<input type="text"/>
E-mail communication	<input type="text"/>
Your "Donate Now" pages or Internet Banners on third party websites	<input type="text"/>
Television	<input type="text"/>
Radio	<input type="text"/>
Telephone Fundraising	<input type="text"/>

8. If you are able, please give us some additional information about the type of complaints that were made about your addressed direct mail activity (please enter the number of complaints for each category)

Tone and language of the appeal	<input type="text"/>
Images/photographs contained in the appeal	<input type="text"/>
Accuracy of the appeal (i.e. complainant has contested information presented or statistics)	<input type="text"/>
Use of enclosures (i.e. the inclusion of pens, calendars, coins etc)	<input type="text"/>
Poorly addressed communication (i.e. misspelled names or incorrect addresses)	<input type="text"/>
Communication to a deceased individual	<input type="text"/>
Frequency of communication	<input type="text"/>
Data protection (i.e contacting someone who had, in their opinion, not given consent)	<input type="text"/>
Other	<input type="text"/>

9. If you are able, please give us some additional information about the type of complaints that were made about your telephone fundraising activity (enter the number of complaints for each category)

Tone of call	<input type="text"/>
Data protection (ie contacting someone who had, in their opinion, not given consent i.e TPS registration)	<input type="text"/>
Frequency of communication	<input type="text"/>
Timing of communication	<input type="text"/>
Other	<input type="text"/>

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10. What volume of direct marketing activity did you carry out in the following areas?

Un-addressed pieces of direct mail (door drops)	<input type="text"/>
Addressed pieces of direct mail sent	<input type="text"/>
Emails sent	<input type="text"/>
Internet banners served or shown on third party websites	<input type="text"/>
Television adverts broadcast	<input type="text"/>
Radio adverts broadcast	<input type="text"/>
Telephone Fundraising (households contacted)	<input type="text"/>

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5. Data Protection

Please tell us about the number of data protection complaints you received and, if you can, which activities they related to.

* 11. How many data protection complaints did you receive?

Total number of data protection complaints

12. Please tell us if you can the volume of data protection complaints for each of the activities below.

Direct mail

Email

Telephone

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6. Gaming

Include complaints relating to your gaming activity even if used in conjunction with another method such as a direct mail piece with enclosed raffle tickets.

* 13. How many complaints did you receive about your gaming activity?

Lotteries

Raffles

Other prize draws

14. What volume of gaming activity did you carry out ie tickets sold?

Lotteries

Raffles

Other prize draws

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7. Events

Include complaints relating to your event activity as well as, where you can, the volume of participants for each event.

* 15. How many complaints did you receive about your event fundraising?

Challenge Events (such as Three Peaks)

Social activities (such as banquets and concerts)

Outdoor (such as marathons)

16. What volume of participants did you have at your fundraising events?

Challenge Events (such as Three Peaks) insert the number of registered participants.

Social activities (such as banquets and concerts) insert the number of attendees (base on ticket sales if necessary)

Outdoor (such as marathons)

8. Other Fundraising Activity

Include complaints relating to the fundraising activities shown below.

* 17. How many complaints did you receive about the following?

Fundraising from businesses (corporate)	<input type="text"/>
Trusts and Foundations	<input type="text"/>
Legacies	<input type="text"/>
Major Donor Fundraising	<input type="text"/>
Volunteer Fundraising	<input type="text"/>

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9. Almost Finished: Feedback

Please tell us about your experience of completing this year's Annual Complaints Return.

* 18. Thinking about your experience of completing the Annual Return please indicate your response to the following.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The layout of the return was easy to understand	jn	jn	jn	jn	jn
The instructions were clear and easy to follow	jn	jn	jn	jn	jn
The volume figures help put the complaints into perspective	jn	jn	jn	jn	jn
The additional information asked for in section 4 about direct marketing complaints will help the sector identify issues in this area of fundraising	jn	jn	jn	jn	jn
The Zero return option is very helpful	jn	jn	jn	jn	jn

I have a comment

10. Finished