

Complaints Policy

Enactus Sheffield Ltd

Effective Date: 21 October 2025

Review Date: 21 October 2026

1. Introduction

Enactus Sheffield Ltd is committed to maintaining the highest standards of integrity, transparency and professionalism in all our fundraising activities. We recognise the importance of feedback and take all complaints seriously. This policy outlines how we will handle and resolve any concerns raised about our fundraising practices.

Our objectives are to:

- provide a clear and accessible process for raising complaints;
 - ensure all complaints are handled fairly, consistently and in a timely manner;
 - use feedback to improve the quality and accountability of our fundraising; and
 - comply fully with the **Code of Fundraising Practice** and the guidance of the **Fundraising Regulator**.
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2. Scope of the Policy

This policy applies to complaints relating to our fundraising activity, including:

- how donations are requested, processed or used;
- the conduct of staff, students, volunteers or third-party fundraisers representing Enactus Sheffield;
- communications with donors and members of the public regarding fundraising; and
- compliance with donor preferences, privacy and data protection.

Complaints that do not relate to fundraising (for example, project management or employment matters) are dealt with under our general organisational complaints procedures.

3. Making a Complaint

We encourage anyone who has a concern about our fundraising to contact us so that we can address the matter promptly. Complaints may be made by:

- **Email:** managing.director@enactussheffield.org
- **Online:** via the contact form on www.enactussheffield.org

To help us investigate effectively, please include:

- your full name and contact details;
- the date of the incident or issue;
- a clear description of what happened; and
- any supporting evidence, such as correspondence or documents.

We assure all complainants that they will not face any form of disadvantage or retaliation as a result of raising a concern in good faith.

4. How We Handle Complaints

1. **Acknowledgement** – We will acknowledge receipt of your complaint within **ten (10) working days**.
 2. **Investigation** – A designated member of the management team will review the matter impartially, gathering relevant information from staff, volunteers or third-party partners as appropriate.
 3. **Response** – We aim to provide a written response within **thirty (30) working days** of acknowledgement. If additional time is needed due to the complexity of the issue, we will inform you in writing and provide an updated timescale.
 4. **Outcome** – Once the investigation is complete, we will write to you explaining our findings and any actions taken. Where a complaint is upheld, we will apologise and outline the steps taken to prevent recurrence.
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5. Escalation and External Review

If you are not satisfied with our response, you may refer the complaint to the **Fundraising Regulator**, the independent body responsible for overseeing fundraising standards in the UK.

Fundraising Regulator

- Website: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>
- Email: complaints@fundraisingregulator.org.uk
- Telephone: 0300 999 3407 (Monday – Friday, 9:30 – 16:30)
- Post: Fundraising Regulator, 2nd Floor CAN Mezzanine Building, 49-51 East Road, London N1 6AH

Complaints should normally be referred to the Regulator within **two months** of receiving our final response.

If a matter involves serious concerns—such as misuse of charitable funds, trustee misconduct, or criminal behaviour—it may also be referred to the **Charity Commission for England and Wales** or relevant law enforcement authorities.

6. Confidentiality and Data Protection

All complaints will be handled in accordance with our **Privacy and Data Protection Policy**. Information provided will be treated confidentially and used only for the purpose of investigating and responding to the complaint, unless disclosure is required by law or necessary to protect the interests of Enactus Sheffield Ltd or the public.

Records of complaints and their outcomes will be securely retained in line with our data-retention schedule, typically for a period of **six (6) years**.

7. Learning and Continuous Improvement

We view complaints as an opportunity to learn and enhance our practices. Each year, the Managing Director will prepare a summary report for the Board highlighting:

- the number and nature of complaints received;
- key themes or areas for improvement; and
- any policy, procedural or training actions taken as a result.

This policy will be reviewed annually, or sooner if there are significant changes to legislation, regulation, or organisational practice.

8. Availability of this Policy

This policy is publicly available on our website and may also be provided in alternative formats upon request. All staff, volunteers, and third-party fundraisers are required to familiarise themselves with it and to uphold its principles in all fundraising activities.

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