

British Council for Prevention of Blindness

Complaints Procedure

BCPB is committed to excellence, so we regard complaints as an opportunity to turn a negative experience into a positive one, as well as an opportunity to learn and improve. We welcome all comments and feedback about the way we work. If you have a complaint, we will aim to resolve it as quickly and efficiently as possible in a fair and confidential way.

Our pledge to our supporters

We always aim to provide the highest level of service to all our supporters. We are registered with the Fundraising Regulator and aim to ensure:

- We are committed to high standards
- We are honest and open
- We are respectful
- We are fair and reasonable
- We are accountable for our actions

However, if you feel we have fallen short of this pledge and have a complaint about our fundraising practices or any other aspect of our work we would like to hear from you.

How to Complain

Step 1 – Tell us

You can send your complaint to us in any of the following ways:

Phone - 020 7404 7114 – do leave an answerphone message with your name and contact details

Email – info@bcpb.org

Post – BCPB, 4 Bloomsbury Square, London WC1A 2RP

Our aim is to ensure that complaints are acknowledged within 7 working days.

Step 2 – We will respond to your complaint

Your complaint will be fully investigated by our Fundraising Manager or Charity Manager. The outcome of our investigation will be provided to you within 14 working days starting from the date when the complaint was received. If it is not possible to give a full response within this timescale, we will contact you to provide an explanation and indication of when a full response can be expected.

Step 3 – If you're not happy with our response

If you are not satisfied with our response, please let us know and your complaint will then be reviewed by BCPB's Chairman. An acknowledgement will be sent in writing to you within 7 working days of receiving your response and an expected timescale for the review to be carried out will be given. The Chairman will then write to you, clearly setting out the outcome of his/her review and the rationale for their decision. The review will be completed within 25 days of receiving your response. If an extension is necessary, we will inform you of the reason and provide you with an update.

Step 4 – Taking your complaint outside BCPB

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to the Fundraising Regulator – www.fundraisingregulator.org.uk

The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, not least those who may be vulnerable from unacceptable fundraising practices. BCPB is fully registered with the Fundraising Regulator and we are committed to abide by any decision they reach on complaints that are escalated to them.

The contact details for the Fundraising Regulator are:

The Fundraising Regulator

2nd Floor

CAN Mezzanine Building

49-51 East Road

London N1 6AH

Tel – 0300 999 3407

Email – enquires@fundraisingregulator.org.uk

Where your concerns relate to any of the following, you should contact the Charity Commission directly:

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene BCPB's trust deed or charity law

<https://www.gov.uk/complain-about-charity>

<https://forms.charitycommission.gov.uk/enquiry-form/>