



THE
KING'S SCHOOL
CANTERBURY

Fundraising Complaints Policy

Responsible Person: Bursar

Publication Date: October 2025

Latest Review Completed: N/A

TABLE OF CONTENTS

INTRODUCTION	3
1.PURPOSE.....	3
2.HOW TO MAKE A COMPLAINT.....	4
3.ACKNOWLEDGEMENT AND RESPONSE	4
4.RESOLUTION AND ESCALATION	4
5. INTERNAL REPORTING OF FUNDRAISING CONCERNS	4
6.CONFIDENTIALITY AND RECORD KEEPING	5
7.POLICY REVIEW	5

INTRODUCTION

The King's School Canterbury is a UK registered Charity, No. 307942. The Development Office ("The Office") is responsible for all fundraising at the School and is committed to providing the highest standards of service to our beneficiaries, donors and volunteers.

As such, the School is registered with the Fundraising Regulator and adheres to its Code of Fundraising Practice. The School also seeks and accepts philanthropic gifts in accordance with the guidelines set by IDPE (Institute of Development Professionals in Education) and CASE (Council for Advancement and Support of Education), and ISBA (Independent Schools Bursars Association).

We value feedback and take complaints seriously, as they help us improve our work and address any issues that may arise. This policy outlines the procedure for making a complaint in regard to our fundraising practice and how we will handle it. This policy includes:

1. The purpose of this policy and our commitment to best practise;
2. How to make a complaint
3. Acknowledgement and Response
4. Resolution and Escalation
5. Internal Reporting of Fundraising Concerns
6. Confidentiality and Record-keeping

Alongside this policy, the School also has a comprehensive Donation Policy which is publicly available on the 'Support Us' pages of our website (<https://www.kings-school.co.uk/support-us/how-to-give/>). This policy governs the School's acceptance of gifts from individuals, corporations and charitable trusts and foundations, to help further its mission.

1. PURPOSE

The purpose of this policy is to ensure that any complaints received by the Office are handled in a fair, timely, and consistent manner. Our goal is to resolve complaints efficiently and effectively while maintaining the dignity and respect of all parties involved.

This policy applies to all complaints received by the Office from any individual or organisation that interacts with us. For the purpose of this policy, a complaint is an expression of dissatisfaction made to the Office related to our services, actions, or the behaviour of our staff or volunteers, where a response or resolution is explicitly or implicitly expected.

In line with the Fundraising Regulator's Code of Fundraising Practise, we:

- investigate any complaints thoroughly and fairly;
- respond fairly and in a way that is appropriate to the complaint;
- avoid unnecessary delays;
- and regularly review complaints and use any relevant learning to make improvements to future fundraising.

If the Office were to engage a fundraising partner, they must have a suitable, clear and publicly available complaints procedure of their own, or they must agree to follow this policy.

2.HOW TO MAKE A COMPLAINT

Complaints can be made in the following ways:

- **In Person:** Speak directly to the Director of the School's Development Office.
- **By Phone:** Call the Director of the Development Office on 01227 595623
- **By Email:** Send an email to j.grant@kings-school.co.uk
- **In Writing:** Address your complaint to Jenny Grant, Director of Development, Development Office, The King's School, 25 The Precincts, Canterbury, Kent CT1 2ES.

To help us process your complaint efficiently, please provide the following information:

- Your name and contact details.
- A clear description of your complaint.
- Any relevant documents or evidence.
- The outcome you are seeking.

3.ACKNOWLEDGEMENT AND RESPONSE

The procedure for acknowledgement and the timeframes for response are as follows:

- **Acknowledgement:** We will acknowledge receipt of your complaint within 3 working days.
- **Initial Assessment:** We will conduct an initial assessment of your complaint within 15 working days.
- **Investigation:** Depending on the nature and complexity of the complaint, an investigation may be required. We aim to complete investigations within 20 working days.

4.RESOLUTION AND ESCALATION

After assessing and investigating your complaint, we will inform you of the outcome. This may include:

- An explanation of our findings.
- Any actions we will take to address the issue.
- Any changes we will implement to prevent future occurrences.

The Director of Development will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to the Head, who will respond to this appeal within a further 15 working days. If the issue remains unresolved the complainant may pursue the matter with the Governing Body.

5. INTERNAL REPORTING OF FUNDRAISING CONCERNS

Staff and volunteers are encouraged to raise concerns about any aspect of fundraising practice that they believe may be unethical, unsafe, misleading, or in breach of regulatory standards.

This includes, but is not limited to:

- Misrepresentation in fundraising materials
- Pressure tactics used on donors
- Mishandling of donations or donor data

- Breaches of the Fundraising Regulator’s Code of Practice

To raise a concern, staff and volunteers should follow the procedure set out in this policy. If, for whatever reason, they feel unable to raise their concerns with the Director of Development, they should contact the Head. We are committed to protecting individuals who raise concerns in good faith. No staff member or volunteer will suffer any detriment, harassment, or victimisation as a result of reporting a concern. All reports will be handled sensitively and in accordance with King’s Whistleblowing policy.

If a concern cannot be appropriately addressed within our organisation, staff and volunteers may escalate the issue to:

- The **Fundraising Regulator** (<https://www.fundraisingregulator.org.uk>)
- The **Scottish Fundraising Adjudication Panel** (for concerns arising in Scotland)

We encourage openness and transparency and view the reporting of concerns as a vital part of maintaining public trust in our fundraising.

6. CONFIDENTIALITY AND RECORD KEEPING

All complaints will be handled with the utmost confidentiality. Information about your complaint will be shared only with those involved in the resolution process. We will maintain a record of all complaints, including details of the investigation and outcome, for at least three years. These records will be kept securely in compliance with data protection regulations. We will regularly review and analyse complaints to identify trends and areas for improvement. Feedback from complaints will be used to enhance our services and prevent future issues.

7. POLICY REVIEW

This Complaints policy will be reviewed regularly and updated as necessary to ensure its effectiveness and compliance with relevant legislation.

Date: October 2025

Next Review Date: October 2026 (then every three years).