

# **BBC Children in Need External Complaints Procedure**

## **About BBC Children in Need**

The BBC Children in Need Appeal is a charitable organisation that exists to change the lives of disadvantaged children and young people in the UK. The Charity's vision is that every child in the UK has a safe, happy and secure childhood and the chance to reach their potential. We realise this vision by supporting, promoting and publicising work that addresses the challenges that children and young people face and work that builds their skills and resilience.

## **Outline of the Complaints Procedure:**

- 1) Principles of the BBC Children in Need Complaints Procedure
- 2) Details regarding who can make a complaint
- 3) How the procedure works (4 Stages of Escalation – Informal, Formal, Right to Appeal, Review of Complaints Process)
- 4) BBC Children in Need Fundraising Promise

## **1) Principles of the BBC Children in Need complaints procedure**

BBC Children in Need recognises the fact that receiving feedback from those it interacts with, both through compliments and complaints, is an important part developing as an organisation.

All complaints will be investigated fully and fairly.

We will endeavour to deal with complaints in confidence. However, there may be circumstances where we are unable to deal with the complaint in confidence, for example if the complaint relates to a matter which may need to be referred to the police.

If the complainant is not happy with the result of the response to the complaint, she or he will have the right to appeal.

BBC Children in Need is committed to ensuring that our customer service levels are of the highest quality. The complaints procedure enables BBC Children in Need to respond clearly and properly to complaints and to know when and why people are not satisfied.

## **2) Who can make a complaint?**

This procedure is for members of the public who have interacted in any way with BBC Children in Need. This includes fundraisers as well as grant applicants and representatives from organisations that have received funding from BBC Children in Need.

We recognise that it may sometimes be difficult to distinguish between BBC Children in Need and the BBC. However, the BBC Children in Need Appeal is a registered charity (number 802052) and as such has an independent complaints procedure separate to that of the BBC. For complaints relating to the BBC, complainants will be referred to the BBC's Audience Services department.

This procedure does not cover complaints made by BBC Children in Need staff, volunteers and trustees who need to follow agreed grievance, disciplinary or other internal procedures.

### **3) Complaints about BBC Children in Need:**

If your complaint is about BBC Children in Need then there are four stages that you can go through to try and resolve the problem. You may wish to involve an advocate, friend or someone else to support you at any stage.

#### **The Four Stages are:**

##### **Stage one (informal)**

Speak to the BBC Children in Need Helpdesk or your regional or national office to try to resolve the complaint informally.

##### **Stage two (formally registering a complaint)**

If you are not satisfied with the response you have received at stage one (informal) you should then use stage two of this procedure.

1) Outline the details of your complaint by letter, fax, email, or audio tape and send it to the Complaints Co-ordinator, BBC Children in Need, PO Box 1000, London, W12 7WJ.

Your complaint will be acknowledged by letter or email within ten working days from the date it is received. The response will provide you with the name and contact details of the person who will investigate the complaint

2) You will receive a full response to your complaint within 21 working days, in writing, from the person appointed to investigate the complaint. The response will include the following information:

- Details of the complaint
- The redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support
- Any action that may be taken in light of the complaint
- If it is not possible to provide a full answer to your complaint within 21 working days, the letter will outline reasons why and give a date by which a full answer is expected

##### **Stage three (Appeal)**

1) If you are not satisfied with the response to your complaint then outline the reasons for your dissatisfaction by letter, fax, email, or audio tape within 7 working days.

2) The Head of Operations will write to you within 28 working days of receiving your appeal, to confirm:

- the final decision about the complaint
- the reason for the decision
- the redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support
- any action that may be taken in light of the complaint.

NB. In the event that the Head of Operations has been involved in handling the original complaint the Appeal will be handled by the Director of Finance and Operations.

## **Stage four (review)**

1) If, having received the outcome of your Appeal, you are not satisfied that BBC Children in Need has followed the process properly and dealt with your complaint fairly (e.g. if you feel you have been given insufficient opportunity to represent your view or ensuring all the relevant people are involved in the investigation), then you can outline the reasons for your dissatisfaction by letter, fax, email, or audio tape within 21 working days of receiving the letter from the Head of Operations to request a review of the complaints handling process. This will not be a further investigation of the complaint.

2) BBC Children in Need will make arrangements for a review of the complaint-handling process, and will inform you of how this will be carried out.

3) The decision of the process review will be final. The Chief Executive Officer will communicate in writing within 28 working days of receiving your appeal:

- whether or not the procedure has been followed properly and fairly
- the reason for the decision
- the redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support
- what action may be taken in light of the review.

**Time limits:** In circumstances where time limits cannot be met due to unforeseen circumstances, you will be notified in writing. The reasons for the delay, with adjusted timescales, will be supplied by the person responsible for handling the complaint.

## **4) Fundraising Promise**

BBC Children in Need is a registered charity, no. 802052 (England and Wales) and no. SC039557 (Scotland) and a company limited by guarantee, company no. 04723022. We are members of the Fundraising Standards Board (FSB) self-regulatory scheme. The FSB works to ensure that organisations raising money from the public do so honestly and properly. As members of the scheme, we follow the Institute of Fundraising's Codes of Fundraising Practice and comply with the key principles embodied in the Codes and in this Promise.

We benefit from unknown volunteers, and we often do not learn about many of the thousands of events which take place around the UK until we receive the money (often paid straight into the bank). We would hope that any fundraising on our behalf would adhere to the Institute of Fundraising's Codes of Fundraising Practice: [www.frsb.org.uk](http://www.frsb.org.uk)")

## **BBC Children in Need's Fundraising Promise**

### **We are committed to high standards**

We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds comply with the Codes and with this Promise.

We comply with the law including those that apply to data protection, health and safety and the environment

### **We are honest and open**

We tell the truth and do not exaggerate

We do what we say we are going to

We answer all reasonable questions about our fundraising activities and costs. Please contact us, visit our website or see our Annual Report if you require further details

### **We are clear**

We are clear about who we are, what we do and how your gift is used

Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive

We give a clear explanation of how you can make a gift and amend a regular commitment

### **We are respectful**

We respect the rights, dignities and privacy of our supporters and beneficiaries

We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision

If you tell us that you don't want us to contact you in a particular way we will not do so

### **We are fair and reasonable**

We take care not to use any images or words that cause unjustifiable distress or offence

We take care not to cause unreasonable nuisance or disruption

### **We are accountable**

If you are unhappy with anything we have done, you can contact us to make a complaint

If we cannot resolve your complaint, we accept the authority of the FSB to make a final adjudication.