

## **Fundraising Complaints Procedure for RNLI Supporters**

### Our Pledge to our Supporters

We always aim to provide the highest level of customer service to all our supporters. If you are not satisfied with the level of service you received, we want the opportunity to put it right. So please let us know.

We have an easy to follow complaints procedure, and we welcome all feedback.

You may also want to share with us positive comments on the service you have received. These are just as important as they tell us what we are doing right, and we love sharing with the teams when they have delivered excellent service.

### The RNLI aims to:

- treat all complaints seriously
- resolve complaints promptly and deal with them effectively
- handle complaints in an appropriate, fair and timely manner
- learn from complaints and take action to improve our service
- share both positive and negative feedback widely in our organisation

### Our definition of a complaint

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by the RNLI or its staff, volunteers or anybody directly involved in the delivery of our work. General enquiries or comments regarding the RNLI are not defined as Complaints, however we always welcome your feedback.

### What to do if you have a complaint

You can make a complaint about the RNLI by telephone, in writing, email, or in person. If you know the name or title of the member of staff or the Department your complaint relates to, you should make your complaint directly to them. Should your complaint be related to our Mail Order Company this will be answered by our Mail Order Company themselves.

The RNLI will endeavour to deal with all complaints within 2 working days of receipt. If the complaint is complex or cannot be dealt with in this timescale then it will be acknowledged within 2 working days, and the complainant advised of progress at regular intervals.

If you are not happy with the initial response you receive, you should contact us again addressing your comments to our Complaints Co-ordinator – Mrs Alison Murphy.

Following our second response, if you are still not satisfied, you can ask for your complaint to be referred to the RNLI's Fundraising Director. In the unlikely event that you are still not satisfied, your complaint may be referred to the RNLI's Chief Executive.

We log and monitor all complaints. The outcomes of complaints and any recommendations are regularly shared with senior managers in order that we learn from what we do and how we do it.

If you would like to give us feedback you can contact us using any of these options:

- Fill in our online form - <https://rnli.org/about-us/contact-us/give-us-your-feedback/your-comments-feedback-and-complaints>
- Call our Supporter Experience team on 0300 300 9990 (Monday to Friday, 8am – 6pm- excluding Bank Holidays)
- Write to us: Royal National Lifeboat Institution, West Quay Road, Poole, Dorset, BH15 1HZ
- E-mail [alison\\_murphy@rnli.org.uk](mailto:alison_murphy@rnli.org.uk)

### The Fundraising and Charities Regulator and the RNLI

If you remain unhappy with the RNLI's response you may contact the following Regulators with whom we are registered. They will investigate your complaint and/or the way it has been handled. The Fundraising Regulators are responsible for setting and maintaining standards for charitable fundraising.

#### UK – Fundraising Regulator

- Telephone – 0300 999 3407 (Mon to Fri 9.30am – 4.30pm)
- Email - [admin@fundraisingregulator.org.uk](mailto:admin@fundraisingregulator.org.uk)
- Post - Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road, London, N16AH.

Full details can be found at <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

#### Ireland – Charities Regulator

- Telephone 01-211 8600
- Email [concerns@charitiesregulator.ie](mailto:concerns@charitiesregulator.ie)
- Post - Charities Regulator Charities Regulator, 3 George's Dock, IFSC, Dublin 1, D01 X5X0, Ireland

Full details can be found at: <https://www.charitiesregulator.ie/en/contact-us>

By being registered with both regulators the RNLI agrees to adhere to the highest standards of good practice with our Fundraising and our Fundraising Promise which is shown below:

- We are committed to high standards
- We will be clear, honest and open
- We will be respectful
- We are fair and reasonable
- We are accountable