



## Fundraising Complaints Policy

Rainbow Migration is registered with the [Fundraising Regulator](#), and we have signed up to the [Fundraising Promise](#), demonstrating our commitment to best practice. Complaints can be raised if you believe that we may be in breach of the [Code of Fundraising Practice](#) as outlined on the Fundraising Regulator's website.

This policy is for complaints about Rainbow Migration's fundraising. If you have a complaint about the following, please refer to the relevant policy:

- Complaints about legal advice received from Rainbow Migration, please refer to our [Legal Advice Complaints Policy](#).
- Complaints about Rainbow Migration's services or other activities, please refer to our [General Complaints Policy](#).

We will always take your complaints seriously. We will treat you politely, fairly and respect your confidence. However, if a complaint is made against a member of staff, we will need to inform them that there has been a complaint as part of any investigation

## How to make a complaint

This process will help Rainbow Migration understand what has happened and to respond appropriately.

### [Stage 1: Making a complaint](#)

A complaint can be made by email, post, or phone. An optional complaint form can be found in the appendix below.

Send your complaint to the Executive Director at:

Email: [complaints@rainbowmigration.org.uk](mailto:complaints@rainbowmigration.org.uk)

Or

By post:      Private & Confidential  
                 Executive Director  
                 Rainbow Migration  
                 17 Oval Way, London SE11 5RR

Or

By phone: 020 3752 5801

If you complain by email, the Executive Director will acknowledge receipt of your complaint within 5 working days and resolve it within 10 working days.

If it is not possible to give a response within these timescales, we will contact you to explain why and to provide an indication of when a full response can be expected.

Hopefully you will be satisfied with the response from the Executive Director. If not, you can escalate your complaint to the Fundraising Regulator.

### Stage 2: The Fundraising Regulator

If you remain unsatisfied with the response, you can contact the Fundraising Regulator who will independently investigate your complaint. You can contact them on their website: [www.fundraisingregulator.org.uk/make-a-complaint/complaints/](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/).

## Monitoring

We will monitor and record the complaints we receive and share this data with the Fundraising Regulator on request. The following data will be monitored:

- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt

These will be compiled quarterly and shared with the Board of Trustees for review.

Version	Date
First adopted	07/07/2021
Previous version(s) approved	6 July 2021
This version approved	7 November 2024
Next review due	2027

## Appendix: Fundraising Complaints Form

Your name/the name of the person you are submitting this form on behalf of:

First name  Last name

Your/their preferred contact details:

Can we make contact by text message and/or leave you a voicemail message?

Yes  No

If you believe that Rainbow Migration is in breach of the Code of Fundraising Practice as outlined on the Fundraising Regulator's website, then please fill in the following and return the form to us.

Email: [complaints@rainbowmigration.org.uk](mailto:complaints@rainbowmigration.org.uk)

By post: Private & Confidential  
Executive Director  
Rainbow Migration  
17 Oval Way, London SE11 5RR

Please tell us the details of your complaint, including time, date and who was involved:

Date of incident:		Time of incident:	

Please tell us what you feel should/should not have happened:

Please tell us what you would like us to do now:

Thank you for completing this form.

#### [Your privacy and data protection](#)

In order to provide our services, Rainbow Migration needs to record and store personal information (data) about clients and others who are in contact with us about our services. Rainbow Migration is registered as a “controller of personal data” under the Data Protection Act 2018 with the Information Commissioner.

If you make a complaint, Rainbow Migration will need to record information you provide to us, and any information obtained by us during any investigation and response to you. That information will need to be kept by us for at least for as long as it takes to complete our complaints process. Records about complaints will normally be kept by us for 6 years after the complaint is concluded. Rainbow Migration keeps all personal information that it holds safely and securely, and does not share that information with anyone else or any other organisation without consent (unless we must share it, for example because someone is at risk of serious harm).

You have a right to request access to the personal information that we hold about you and you have other rights to protect your information. More details are available from any member of Rainbow Migration staff or on our website privacy policy.