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**FAIR FROME**

**COMPLAINTS POLICY AND PROCEDURE**

Fair Frome is committed to delivering a high standard of service to anyone who engages with our work.

**General Complaints**

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback in both verbal and written form:

1. phone on 07714587129*,*
2. email [fairfromeinfo@gmail.com](mailto:fairfromeinfo@gmail.com),
3. on social media through private messaging our official Fair Frome accounts
4. or, alternatively, you can write to the following address: Fair Frome, Frome Town Hall, Christchurch Street West, Frome, BA11 1EB

We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns by contacting the ‘Fair Frome Trustees’ at the address above who will consider the matter in more detail.

**Fundraising Complaints**

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Standards Board, the self-regulator for fundraising in the UK, to consider it by:

1. submitting your complaint through the FRS website [www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk/)
2. writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA,
3. or calling – 0333 321 8803

Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident.

The Fundraising Standards Board will investigate your complaint within 20 working days of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within60 calendar days, will be final and will be made public.

**Data Protection Complaint**

If your complaint is about our data protecting or privacy issue and we are unable to resolve it to your satisfaction, you can as the Fair Frome Coordinators, to investigate it by:

1. phone on 07714587129*,*
2. email [fairfromeinfo@gmail.com](mailto:fairfromeinfo@gmail.com),
3. on social media through private messaging our official Fair Frome accounts
4. or, alternatively, you can write to the following address: Fair Frome, Frome Town Hall, Christchurch Street West, Frome, BA11 1EB

The Board of Fair Frome will carry out regular monitoring of policy and procedures. These Policies will be reviewed annually. The Policy and Procedures were accepted and adopted by the Trustees of Fair Frome:

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Position: |  |
| Date: |  | Signature: |  |

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