



For the people, by the people

Dinwoodie Drive, Basingstoke
Hampshire, RG24 9NN
01256 360419
www.arkcancercharity.org.uk
Twitter: @Ark_Charity

Ark Day External Complaints Procedure

About Ark Day

Ark Day is being organised by an independent committee working free of charge in the capacity of volunteers.

The organising committee is made up of a group of local supporters of Ark Cancer Centre Charity who have been involved over the past few years in independently raising funds for the charity.

We have come together from local businesses and groups to bring you this event and although we ourselves are not a charity, we guarantee to fulfil our promise to collect all funds raised throughout the Ark Day campaign and donate them directly to Ark Cancer Centre Charity.

As an independent group, we have a responsibility to ensure that events which bear our name are appropriate, that funds spent and raised are fully accounted for, and that organisers are supported to ensure that all participants enjoy this opportunity to support our work and enjoy a safe environment.

Outline of the Complaints Procedure:

- 1) Principles of the Ark Day Complaints Procedure
- 2) Details regarding who can make a complaint
- 3) How the procedure works

- 1) Principles of the Ark Day complaints procedure

The Ark Day Organising Committee 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.

The Ark Day Organising Committee is committed to ensuring that our customer service levels are of the highest quality. The complaints procedure enables the committee to respond clearly and properly to complaints and to know when and why people are not satisfied.

Ark Day is an event that is being organised by a committee of volunteers. All money being raised is for Ark Cancer Centre Charity, registered charity number 1149758



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1) Who can make a complaint?

This procedure is for members of the public who have interacted in any way with Ark Day.

1) Complaints about Ark Day.

If your complaint is about Ark Day then there are 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 stages are: **Stage one (informal):** Speak to the Ark Day Organising Committee complaints team Helpdesk (01256 360419) to try to resolve the issue/matter 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.

A) Outline the details of your complaint by letter, email, or audio tape and send it to the Complaints Coordinator, Ark Day Organising Committee, c/o Ark Cancer Centre Charity, Dinwoodie Drive, Basingstoke, RG24 9NN or email mark.jones@arkcancercharity.org.uk. Your complaint will be acknowledged by letter or email within 10 working days from the date it is received.

B) 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.

While it is not a registered charity, the Ark Day Organising Committee endeavours to follow the Fundraising Regulator's Code of Fundraising Practice and Fundraising Promise and to comply with the key principles embodied in each. You can find the Code at www.fundraisingregulator.org.uk/code-of-fundraising-practice and the Promise at www.fundraisingregulator.org.uk/code-of-fundraising-practice/the-fundraising-promise/.

If you have a complaint about our fundraising, you should always try and raise it with us first. If however you are not happy with how we are dealing with your complaint or do not feel your matter has been addressed, then you can also complain to the Fundraising Regulator. You can use their online form available from their website or call 0300 999



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3407. Full details of how to do so are set out at www.fundraisingregulator.org.uk/make-a-complaint/complaints/

We benefit from unknown volunteers, and we often do not learn about many of the events which take place until we receive the money (often paid straight into the bank). We would hope that any fundraising on our behalf would adhere to the Fundraising Regulator's Code of Fundraising Practice.

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 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.

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