



# Brentwood School

## FOUNDATION

### **FUNDRAISING COMPLAINTS PROCEDURE**

#### **Introduction**

Brentwood School, and in particular with reference to fundraising for The Brentwood School Foundation, is registered with the Fundraising Regulator and abides by the requirements of that registration. The School has received no complaints in the year. However, if any person has a concern or complaint they can expect it to be treated by the School with care and in accordance with this Procedure.

#### **What Constitutes a Complaint?**

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a person believes that the School has done something wrong, or failed to do something that it should have done or acted unfairly. All concerns and complaints will be treated fairly, politely and confidentially.

If you have a complaint or a concern about our fundraising you can:

- Telephone the Development Office on 01277 240451
- Email [development@brentwood.essex.sch.uk](mailto:development@brentwood.essex.sch.uk)
- Write to: Development Office, Brentwood School, Middleton Hall Lane Brentwood, Essex CM15 8EE

#### **Our complaints handling procedure**

##### **First Stage - Informal Stage**

If you make a complaint we will resolve it, or acknowledge receipt of it, within 5 working days. If the complaint is more complex, we will contact you again with a resolution within 10 working days of receipt.

##### **Second Stage - Formal Stage**

Hopefully you will be satisfied with our response. However, if not, please let us know. We will then escalate your complaint to the Headmaster who will appoint a senior member of staff to investigate the matter and contact you with a resolution within a further 10 working days.

##### **Third Stage**

If you are still unhappy with the second stage response, you can contact the Fundraising Regulator who will independently investigate your complaint. You can contact them at:  
[www.fundraisingregulator.org.uk/make-a-complaint/complaints/](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/)

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