

Complaints Policy

1. Purpose

Receiving feedback and responding to complaints is an important part of improving BGCi accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

2. Scope

This policy applies to BGCi and is global in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

3. Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by BGCi or its staff and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints can include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach
- Concern about the behaviour of staff or associated personnel.

A complaint must be about some action for which BGCi is responsible or is within the BGCi sphere of influence. A complaint is **not**:

- A general inquiry about BGCi's work
- A request for information
- A contractual dispute
- A request to amend records (e.g. to correct an address or cancel a donation)
- A request to unsubscribe from an BGCi service (e.g. a campaign newsletter).

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which BGCi operates. Such issues will be dealt with by the relevant regulatory body.

4. How to make a complaint

It is hoped that most complaints or concerns about BGCi's work or behaviour can and will be dealt with informally by staff or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf. Complaints should be addressed to the Secretary General (carly.cowell@bgci.org).

Policy version:	v01
Last revision date:	October 2025
Next review date:	October 2027
Created by:	Anne-Marie Frankland
Authorised by:	Secretary General