# **The British Orthopaedic Association** **Fundraising Complaints Procedure**

The British Orthopaedic Association (BOA) demonstrates its commitment to promoting the highest standards in fundraising, by fundraising in accordance with the Institute of Fundraising Codes of Fundraising Practice and the Fundraising Promise.

## **The BOA's fundraising complaints procedure**

Our policy is:

* To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
* To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
* To make sure all complaints are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to improve what we do
* To listen when you are unhappy with any aspect of work. We appreciate the opportunity this feedback gives us to learn and improve.

## **What is a fundraising complaint?**

An expression of dissatisfaction, whether justified or not, about any aspect of the BOA’s fundraising activities including administrative practices or procedures.

A complaint can be received by email or in writing. If you wish to make a complaint about the fundraising activities of The British Orthopaedic Association please write to our Director of Communications and Operations

Either by email: [info@boa.ac.uk](mailto:info@boa.ac.uk)

Or by post:   
Director of Communications and Operations

The British Orthopaedic Association  
38-43 Lincoln's Inn Fields  
London  
WC2A 3PE

We will acknowledge your complaint within five working days of receipt and we will tell you who will be dealing with the matter and when you can expect a full response. If we have been unable to resolve the complaint quickly and informally, the complaint will be acknowledged in writing. We will ensure the complainant knows what is happening and why during investigation of the issues raised.

Wherever possible the BOA will respect your confidentiality and keep your complaint confidential as far as possible. All complaint information will be handled sensitively, telling only those who need to know and managing information in line with the Data Protection Act.

If you are dissatisfied with the outcome of your fundraising complaint, you are entitled to refer your complaint to the BOA’s Chief Operating Officer at the address above.

If, having reported your complaint to the Chief Operating Officer, you remain dissatisfied with the response to your fundraising complaint, you can raise your concern about the fundraising activities of the BOA to the Fundraising Regulator within two months of receiving a response from the BOA.

The BOA will cooperate fully in the event that a complaint is referred to the Fundraising Regulator and we will comply with recommended remedies from the Fundraising Regulator.

Records relating to a fundraising complaint will be retained for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this time frame requests that their information be destroyed).

Learn more about the Fundraising Regulator on their [website](https://www.fundraisingregulator.org.uk/).

You can find out more about the Codes of Fundraising Practice from the Institute of Fundraising [website](https://www.institute-of-fundraising.org.uk/home/).