



De Montfort University Fundraising Complaints Procedure

At De Montfort University (DMU), we value the relationships we build with our alumni, donors, partners, supporters and wider community. We are committed to providing a professional, respectful and transparent fundraising experience, and to communicating openly about how philanthropic support enables transformative opportunities for our students, research and wider university community.

We aim to deliver the highest standards in all our fundraising activities. However, we recognise that there may be occasions where our service, communications or conduct do not meet expectations. We welcome feedback and complaints as an important opportunity to learn, improve and strengthen our practice.

DMU is committed to fundraising responsibly and ethically. We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice.

What is a Fundraising Complaint?

A fundraising complaint is any expression of dissatisfaction about DMU's fundraising activity, where a person believes we have not met expected standards or complied with relevant policies, regulations or professional practice.

Complaints should relate to activity undertaken by, or on behalf of, De Montfort University's fundraising functions.

- Examples of fundraising complaints may include:
- Concerns about the nature, quality or appropriateness of our fundraising activities
- Concerns relating to fundraising campaigns, appeals, events or communications
- Complaints about the conduct, behaviour or actions of fundraising staff, volunteers or representatives acting on behalf of the University
- Concerns relating to fundraising communications, privacy, consent, data handling or supporter care
- Alleged breaches of the Fundraising Regulator's Code of Fundraising Practice, GDPR, PECR, or DMU's donor and supporter commitments

The following would not normally be treated as fundraising complaints:

- Requests to update communication preferences
- Requests to amend personal information held by the University



- General enquiries, comments or feedback that do not raise a concern about fundraising practice or conduct

How to Make a Complaint

If you would like to make a fundraising complaint, you can contact us using the details below:

Email: giving@dmu.ac.uk

Post:

Development and Alumni Engagement

De Montfort University

The Gateway

Leicester

LE1 9BH

To help us investigate your concerns effectively, please provide as much information as possible, including relevant dates, correspondence and details of the issue.

Normally, complaints should be raised within three months of the matter arising. Complaints received outside this timeframe may be considered at the University's discretion, particularly where there are exceptional circumstances.

Our Complaints Process

We are committed to handling complaints fairly, respectfully and promptly.

Stage One – Investigation and Response

We will acknowledge receipt of your complaint within five working days.

Your complaint will be reviewed and investigated by an appropriate member of staff or manager who was not directly involved in the matter where possible.

We aim to provide a full written response within 10 working days of acknowledgement.

Where additional time is required to complete a thorough investigation, we will keep you informed and provide an updated timeframe.

Stage Two – Escalation

If you are dissatisfied with our response, you may request a review within 15 working days of receiving our decision.

Your complaint will be reviewed by a senior member of staff, such as the Associate Director of Development and Alumni Engagement (or nominated deputy), who will aim to provide a final response within 20 working days.

External Review

If you remain dissatisfied following completion of DMU's internal complaints process, you may refer your complaint to the Fundraising Regulator, provided your complaint falls within its remit.

Complaints should normally be referred to the Fundraising Regulator within eight weeks of receiving our final response.

Further information can be found via the Fundraising Regulator website.

Complaints Recording and Data Protection

De Montfort University maintains a record of fundraising complaints to support organisational learning, accountability and continuous improvement.

Complaint records will be retained in accordance with the University's records management and data protection requirements. Personal data will be processed in line with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Policy Review

This procedure may be reviewed and updated periodically to reflect changes in regulation, best practice or University processes. The most recent version will be published on the De Montfort University website.

Development and Alumni Engagement

De Montfort University



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