

Raising a complaint or concern against a member

Complaints or concerns about a member of the F2F alliance can be made by submitting the complaints form.

Prior to making a complaint against a F2F Fundraising agency it is important to ensure they are a current member of the F2F alliance. Our membership list can be found [here](#). You should always try to raise the complaint firstly to the member agency if you feel comfortable to do so. All member agencies have policies and processes to raise complaints. If however, they do not satisfy your complaint, they ignore your complaint, then you should then raise it with the F2F Alliance.

Members of the F2F alliance commit to working to the mission, vision and values of the community, these can be found [here](#).

Making a complaint

Please complete the complaint form in detail.

What happens next?

The F2F Alliance standards committee will assign 2 members as investigating officers, these will be impartial and most importantly not be the member organisation contained within the complaint.

They will review the information provided in the form and may be in touch to seek further information.

They will then seek a response from the member agency that has had the complaint raised against them. The member agency will be expected to acknowledge the complaint within 7 days and shall be given 30 days to respond to the complaint.

Should further information be required from any party a further 14 days shall be given to the respective party.

The investigators will then collate the information from all parties into one complaint dossier and submit it to the standards committee.



The standards committee will then convene a meeting within 14 days to review the complaint and make a decision on the outcomes of the investigation and actions to be taken with the member(s).

Outcomes

Outcomes shall be notified to the complainant within 90 days.