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## BIBLELANDS COMPLAINTS POLICY

### **Our service**

Our five core values at BibleLands include:

- **Excellence:** we seek to attain high levels of professionalism and excellence in all areas, but without being perfectionist, that our work might honour and glorify God.
- **Respect:** we respect the human dignity and value of all people – no matter what their beliefs – for we are all made in God’s image.

We are therefore committed to upholding the highest standards of excellence, establishing and maintaining good relations with all supporters, partners, volunteers and other stakeholders and treating all our supporters with respect.

### **Fundraising standards**

BibleLands is a member of the Fundraising Standards Board (FRSB). We therefore adhere to the FRSB’s Codes of Practice and its ‘Fundraising Promise’, which is as follows:

#### ***We are committed to high standards***

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds, comply with the Codes and with this Promise.
- We comply with the law including those that apply to data protection, health and safety and the environment.

#### ***We are honest and open***

- We tell the truth and do not exaggerate.
- We do what we say we are going to do.
- We answer all reasonable questions about our fundraising activities and costs.

#### ***We are clear***

- We are clear about who we are, what we do and how your gift is used.
- Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive.
- We give a clear explanation of how you can make a gift and amend a regular commitment.

#### ***We are respectful***

- We respect the rights, dignities and privacy of our supporters and beneficiaries.
- We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision.
- If you tell us that you don’t want us to contact you in a particular way we will not do so.

#### ***We are fair and reasonable***

- We take care not to use any images or words that cause unjustifiable distress or offence

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## **When things go wrong**

We recognise that there may be times when our grant-making, fundraising or trading activities do not meet our high standards. When this happens, it is important that we know so that we can effectively deal with the situation, try to prevent it from happening again and learn from any mistakes.

We therefore openly welcome feedback, comments, suggestions and complaints. The latter are especially important to us as they may help us to see where our services, procedures or activities might be improved. We commit to take all complaints seriously, and to deal with them in a timely manner.

## **How to complain**

Supporters are encouraged to call us, write to us or email us about their complaint and our staff will be pleased to help. Contact details are available at our website ([http://www.biblelands.org.uk/get\\_involved/contacting.htm](http://www.biblelands.org.uk/get_involved/contacting.htm)).

We will try to resolve the problem straight away if we can. If this is not possible – for example, because the information we need is not to hand, or because we need to carry out further investigation – then we will endeavour to send a more detailed response within five working days.

If, after contacting BibleLands or BibleLands Trading a supporter is still unhappy, the next step is for the complaint to be passed to the Chief Executive Officer for further investigation and response, to be sent within an additional five working days.

## **Taking a complaint outside BibleLands**

If a supporter is not satisfied with the response from the Chief Executive Officer, he/she can seek advice from outside the charity as follows:

*For complaints about our fundraising work:*

Fundraising Standards Board (FSB)  
61 London Fruit Exchange  
Brushfield Street  
London  
E1 6EP  
Email: [info@frsb.org.uk](mailto:info@frsb.org.uk)  
Website: [www.fsboard.org.uk](http://www.fsboard.org.uk)  
Telephone: 0845 402 5442

*For complaints about our charitable work:*

The Charity Commission  
PO Box 1227  
Liverpool  
L69 3UG  
Website: [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)  
Telephone: 0845 3000218