

## Complaints Policy and Procedure

Team Army is committed to raising funds for our military personnel, increasing the opportunity to participate in sport, challenge and adventure, encouraging excellence and aiding recovery. We help the best get better.

We always strive to be courteous and professional in our communications and delivery with all stakeholders. If things are not satisfactory, you are encouraged to raise concerns at any time directly with the person/ staff involved. He or she will try to resolve the problem with you and advise you if further action is needed. However, if you are unable to discuss your concerns at this level, or you are not happy with the outcome, you may wish to lodge a formal complaint.

Formal complaints may be sent in writing by email to [enquiries@teamarmy.org](mailto:enquiries@teamarmy.org)

### Confidentiality

All complaint information will be handled sensitively, only to be shared with those who need to know. We will follow any relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the CEO. Should the complaint be escalated it will go to the appropriate Member of the Board of Trustees.

### Fundraising

We aim to set the highest standards for our fundraising activity. Should there be times when our fundraising falls short of these we would like to know so we can address these as quickly as possible to put things right and make necessary improvements. We take any complaint very seriously and promise to investigate these thoroughly.

Team Army is registered with the Fundraising Regulator and our fundraising team is committed to following the Code of Fundraising Practice.

### How we will deal with your complaint

We aim to manage complaints quickly and effectively:

- Our aim is to acknowledge any complaint within three working days of the complaint being received;
- if we cannot resolve your complaint immediately, then we will investigate your complaint and issue you with a further response/outcome within 10 working days of receiving your initial complaint;
- if you are dissatisfied with the initial response to your complaint, then you must inform us, and your complaint will be escalated to a senior Director or, if appropriate, a member of the Board of Trustees;
- if you are still dissatisfied with the response you have received, then we will advise you to take up your complaint with one of the following external regulatory bodies:

[The Charity Commission \(England & Wales\):](#)

[The Fundraising Regulator](#)

[Information Commissioners Office \(ICO\) for breaches of Data Protection](#)