

Birmingham Royal Ballet

How to make a complaint

If you are dissatisfied with any aspect of our fundraising activity and wish to make a complaint please write to:

Geoff Sweeney, Development Director
Birmingham Royal Ballet
Thorp Street
Birmingham B5 4AU

Or e-mail: GeoffSweeney@brb.org.uk



**BIRMINGHAM
ROYAL BALLET**
Director David Bintley CBE

What will happen if you make a complaint?

Birmingham Royal Ballet will:

1. Acknowledge receipt of a complaint in writing within 14 days;
2. Ensure that any member of the public enquiring about making a complaint is, within 14 days of contacting us, provided with a copy of the complaints procedure and our Fundraising Promise or, if the complainant has access to the internet, is directed to our website;
3. Investigate any complaint about fundraising within three months of the incident cited in the complaint and advise the complainant:
 - of the outcome of the investigation in writing within 30 days of the acknowledgement of receipt of the complaint; and
 - of the opportunity to refer the complaint to the Fundraising Standards Board if they are dissatisfied with the outcome of our investigation provided that they do so within two months of our response.
4. We will keep a complaints record which will include:
 - a copy of the complaint
 - details of the Institute of Fundraising Code of Practice it is alleged to have breached
 - the date on which the complaint was received
 - a copy of the communication to the donor acknowledging the complaint
 - details of the investigation undertaken into the complaint
 - copies of all communications with the complainant in connection with the complaint
5. Make available your complaints record to the Fundraising Standards Board for inspection, if requested.