

Internal Fundraising Concerns and Fundraiser Safety Procedure

This procedure explains how staff, volunteers, and others involved in our fundraising activities can raise concerns about fundraising practices that do not meet our values, policies or legal requirements.

OnSide has a duty to take reasonable steps to protect fundraisers from harm and harassment. Anyone fundraising for or on behalf of OnSide has the right to do so safely and without undue pressure. This procedure provides a clear route to report and address any fundraising-related safety, wellbeing or ethical concerns.

This procedure supports our commitment to high standards of integrity, transparency, and compliance with the Fundraising Regulator's [Code of Fundraising Practice](#).

Who this procedure applies to and what it covers

This procedure applies to:

- All staff and volunteers involved in fundraising activities
- Trustees and anyone else representing OnSide in fundraising matters.

OnSide does not currently work with third-party, consultant or contracted fundraisers. In the event of a change in practise, the procedure will be reviewed and updated accordingly.

The procedure covers:

- The type of issues that can be raised and the process for doing so
- How a person raising a concern will be protected from victimisation and harassment
- What we will do when we receive a concern
- Keeping Fundraisers safe
- How to report concerns to the Fundraising Regulator, if it is not possible to consider or deal with them appropriately within OnSide.

The type of issues that can be raised and the process for doing so

You can raise a concern if you believe that any of the following has happened, is happening, or is likely to happen in connection with our fundraising:

- Fundraising practices that may mislead a donor/potential donor (for illegal, or dishonest or unethical fundraising practise that may bring the charity into disrepute, follow OnSide's Whistleblowing Policy)
- Breaches of the Fundraising Regulator's [Code of Fundraising Practice](#);
- Failure to protect the public, supporters or donors (e.g. through undue pressure or lack of transparency)



- Attempts to conceal any of the above.
- Fundraisers or those involved in fundraising can also raise concerns about your own safety or wellbeing while fundraising. This includes:
 - Feeling unsafe or harassed by a member of the public
 - Being asked to carry out fundraising in conditions you believe are unsafe
 - Any breach of OnSide's duty to take reasonable steps to protect its fundraisers from harm (as required by section 2.1.2 of the Fundraising Regulator's Code).

This procedure is not for general complaints or personal grievances about employment matters, those should be raised through the relevant policies and the People Team can advise.

Complaints about use of donor funds should follow the [Fraud Prevention, Anti-Bribery & Corruption Policy](#). If a concern relates to breaches of data, refer to our [Data Protection Policy](#) and [Data Breach Policy](#); if it relates to risk assessments of fundraising activity, refer to our [Health & Safety Policy](#); and if it relates to a concern about the setting of unrealistic targets, of harassment/bullying within OnSide, refer to our [Dignity at Work Policy](#) and our [Sexual Harassment Policy](#). You may also refer to our [Whistleblowing Policy](#).

How to raise a concern

Please review the relevant policies for recommended ways to raise a concern. You can raise a concern within this procedure in any of the following ways:

- To your **line manager** or the **Director of Fundraising**
- To the **Chief Executive**, if the concern involves the Director of Fundraising or is of a serious nature
- To the **Chair of Trustees** if the concern involves senior management or Trustees
- **Anonymously**, if you prefer, although this may limit our ability to investigate fully.

Please feel free to raise your concern verbally in the first instance. A written concern via email or on paper will be requested for clarity. Please provide as much detail as possible, notably what happened, when, who was involved and any supporting evidence.

What we will do when you raise a concern

When a concern is raised, we will follow the procedure as laid out in the relevant policy.

If the concern relates to the **safety or welfare** of a fundraiser, immediate steps will be taken to mitigate any risk ahead of any further action. We are committed to protecting all fundraisers from harm, harassment and victimisation. Detailed information, including steps to take to report any experience of sexual harassment, is contained in our Sexual Harassment Policy. In summary, to report a sexual harassment or victimisation incident at work, you can use any of these channels:



- speak to your line manager or contact them via email, phone or text
- speak to a member of the People Team or contact them via email, phone or text
- send an email to speakup@onsideyouthzones.org
- contact the named [in the policy] representative from the Trustee Board

Fundraiser safety

In line with the Fundraising Regulator's Code (2.1.2 and 4.1.1), we will:

- Carry out relevant risk assessments for fundraising activities to ensure safe conditions
- Provide Fundraisers with training and information about keeping themselves and others safe
- Have clear reporting routes for any incidents of harassment, abuse, or unsafe working conditions
- Record and review incidents to identify patterns or risks
- Any urgent safety concern should be reported immediately to the designated safeguarding or health & safety lead, who will ensure appropriate action is taken.

Reporting concerns to the Regulator and/or Charity Commission

If you believe your concern has not been handled appropriately, or you feel unable to raise it within OnSide, you can report it directly to the Fundraising Regulator.

Website: www.fundraisingregulator.org.uk

Email: enquiries@fundraisingregulator.org.uk

You may also contact the **Charity Commission** if your concern relates to serious misconduct or mismanagement within the charity.

Review of this procedure

This procedure aligns with the **Fundraising Regulator's Code of Fundraising Practice (sections 2.1.2, 2.3.3, and 4.1.1)** and OnSide's wider Safeguarding, Health & Safety; Finance regulations; Data Protection, Dignity at Work, Sexual Harassment Policy, and Whistleblowing policies.

This procedure will be reviewed every two years by the CEO, the Director of Fundraising and the Director of People.

Last reviewed 3 November 2025

