

# Fundraising Standards Board publishes annual Complaints Report

12 JULY 2013

**CATEGORY:**  
ARTICLE

The FRSB published its annual Complaints Report last month. The Report shows that charities are having to work harder than ever to raise funds; that fundraising activities are on the increase; and that charities seem to be carrying out these activities well for the most part, with half of charity fundraising complaints being incurred by less than 2% of charities reporting.

However, the Report also revealed that a total of 33,744 complaints about charity fundraising were reported in 2012, an increase of 9% compared to 2011. These complaints were mainly incurred by larger charities undertaking high volumes of fundraising activity, with direct mail, telephone and doorstep fundraising remaining the three most common methods for complaint.

The FRSB has published a series of recommendations, which include a commitment to work closely with the Institute of Fundraising and Public Fundraising Regulatory Association to ensure that the key areas of public concern are addressed in standard development, training and guidance. The full Report can be read online [here](#).