

## **Fundraising Complaints Policy**

St Christopher's Fellowship is committed to delivering a high standard of service to anyone who engages with our fundraising work. We welcome all comments and feedback about our fundraising, as it provides us with an opportunity to learn and improve.

If you have a complaint or problem about us, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

### **How to make a complaint about fundraising**

Tell us:-

You may send your complaint to us in any of the following ways:

**Phone:** 0208 780 7800

**Email:** [fundraising@stchris.org.uk](mailto:fundraising@stchris.org.uk)

**Post:** Fundraising Department, St Christopher's Fellowship, 1 Putney High Street, SW15 1SZ

Our aim is to ensure every complaint is acknowledged within 5 working days of receiving it. We will record:

- Your name and contact details
- How you would prefer to be contacted
- The nature of your complaint and what you wish to be done
- The circumstances surrounding your complaint including when, where, any actions that were taken and the details of others who were present/involved

### **We will respond to your complaint**

When we respond to your complaint we will always:

- Listen to you
- Acknowledge the importance of the problem
- Offer a solution or explanation
- Take steps to ensure the same thing does not happen again

Your complaint will be fully investigated by a member of our fundraising team. The outcome of our investigation will be provided within 10 working days starting from the date when the complaint was received.

If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected (within a further 10 working days). If you're happy with our response, we'll record your complaint and make sure we learn from it.

### **If you're not happy with our response**

If you're not happy with our response please let us know and it will be looked into by our senior management team. An acknowledgement will be sent in writing (within five working days of receiving your response) and an expected timescale for the review to be carried out will be given.

We record and review all complaints to make sure we learn from them.

If you feel that the issue has still not been resolved, you can raise your complaint with the Fundraising Regulator on 0300 999 3407 or through their website at <https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach>.