

Fundraising Complaints Policy

Introduction

SUDEP Action is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves in relation to our fundraising activities. If your complaint is not related to Fundraising, then you should refer to the main SUDEP Action Complaints Policy.

You can provide your feedback by phone on **01235 772850**, email fundraising@sudep.org or, alternatively, you can write to the following address:

Fundraising Department
SUDEP Action
18 Newbury Street
Wantage
Oxfordshire
OX12 8DA

Procedure

All complaints received will be acknowledged within 7 working days of receipt. We will aim to provide you with a full written response within 21 working days of receipt. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

Appealing against a decision

If you are not happy with the response you receive, you can escalate your concerns to the Chair of Trustees who will consider the matter in more detail.

If after four weeks following the complaint, the matter has not been addressed or you do not feel that your concerns have been resolved satisfactorily, you can refer your complaint to the Fundraising Regulator. You should raise your concerns with the Fundraising Regulator within eight weeks of the final response you receive from SUDEP Action.

Fundraising Regulator

If we are unable to resolve your complaint about our fundraising activities to your satisfaction, you can ask the Fundraising Regulator, to consider it by:

- Submitting your complaint through the Fundraising Regulator website <https://www.fundraisingregulator.org.uk/complaints>
- Writing to the Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH, or
- Calling – 0300 999 3407

SUDEP Action is registered with the Fundraising Regulator and we agree to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints made to the fundraising organisation concerned within 12 weeks of the original incident.

Approved by the Board: November 2020

Due for Review: November 2023