

Fundraising Complaints Policy



Chance for Childhood is committed to delivering a high standard of supporter care 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. You can provide your feedback by phone on 01483 230 250, email supportercare@chanceforchildhood.org or, alternatively, you can write to the following address:

Chance for Childhood
Supporter Care
Westmead House
Westmead
FARNBOROUGH
GU14 7LP

Please help us investigate your concern more quickly by providing as much information as possible, like:

- Your contact details (if you require a response).
- Details of your concerns, including any incident date.
- Copies of any materials to support your complaint.

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are unhappy with our response, you can escalate your concerns to Alice Barley, Director of Fundraising (alice.barley@chanceforchildhood.org) who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can contact the Fundraising Regulator with your concerns. The Fundraising Regulator is an independent non-statutory body, responsible for setting and maintaining the standards for charitable fundraising in the UK. It will adjudicate on issues that may arise between members of the public and fundraising organisations.

You can contact the Fundraising Regulator by:

- Submitting your complaint through their website www.fundraisingregulator.org.uk
- Writing to: Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
- Calling: 0300 999 3407
- Emailing: complaints@fundraisingregulator.org.uk

More information can be found at <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>