

St Michael's Fundraising Complaints Policy

St Michael's aims to help disadvantaged children and their families have the best possible future. We cannot do this without the help of our supporters and we are committed to providing them too with the best possible service.

We welcome comments, suggestions and feedback and we have a clear procedure around complaints about our fundraising.

All feedback is recorded and reviewed regularly. We promise to take all complaints seriously, and to deal with them quickly, efficiently and fairly. This helps us to review our activities and processes and amend or update them where necessary.

How to complain

In the first instance, we allow for informal complaints by phone. Please contact Fundraising 020 8835 9570 9.30 – 4.30 pm Mondays to Fridays or email fundraising@stmichaelsfellowship.org.uk with your phone number and we will aim to contact you by the next working day. We try to resolve informal complaints within a maximum time of three working days. Once we have agreed a resolution, we will write to you (by email or post) setting out the details of your complaint and the resolution we have agreed.

If you are not satisfied by our informal response or prefer to complain formally, you can write to Hillary Box, Head of Fundraising at our head office in Streatham. We aim to acknowledge all formal complaints in writing within three working days and to resolve them within five working days. If this is not possible, we will contact you to tell you how long the process is likely to take and the reasons for this.

If at any stage you are not satisfied by our response, please contact our [Director Sue Pettigrew](#). Please set out clearly the details of your complaint, explaining why you are not satisfied with our response.

Once we have agreed a resolution, we will write to you setting out the details of your complaint and the resolution we have agreed.

If you are not satisfied with the response, you can contact the [Fundraising Regulator](#).

November 2019

For review: November 2020