



## **Our Fundraising Complaints Policy**

Thames Hospice is committed to delivering a high standard of fundraising activities. However, if you have a complaint, please contact us by:

- Email: [Juliana.Luxton@thameshospice.org.uk](mailto:Juliana.Luxton@thameshospice.org.uk)
- Post: Thames Hospice, Pine Lodge, Hatch Lane, Windsor, Berkshire SL4 3RW
- Telephone: 01753 848955

We will acknowledge receipt of your complaint within two working days and provide a response to your complaint 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 not happy with the response you receive, you can escalate your concerns to *Debbie Raven, our Chief Executive Officer* 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, the self-regulator for fundraising in the UK, as follows:

- Website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)
- Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)
- Telephone: 0300 999 3407

Thames Hospice is registered with the Fundraising Regulator and we agree to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints received within three months of the original incident.

The Fundraising Regulator will acknowledge your complaint within one week of receiving it. For full details of the fundraising regulator complaints procedure visit the website [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)