

# Fundraising Complaints Procedure

We welcome feedback on how we can improve our fundraising and take complaints seriously. Complaints can be made to us via email, phone or letter:

Email: [engage@boaztrust.org.uk](mailto:engage@boaztrust.org.uk)

Phone: 0161 202 1056

Write to: Fundraiser, Boaz Trust, First Floor, 110 Oldham Road, Manchester M4 6AG

When a complaint is received we will endeavour to follow the procedure outlined below.

## **Stage 1**

We will acknowledge the complaint in writing within five working days. The complaint will be investigated by our Fundraiser(s) in consultation with our Chief Executive. We will advise of the outcome in writing within two weeks of receiving the complaint. If the investigation is likely to take longer than two weeks we will let you know the reasons for the additional time.

## **Stage 2**

If the complainant is not satisfied with the outcome they can request the matter be referred to our Chair of Trustees. A response from the Chair of Trustees (or Deputy Chair in the event of the Chair being unavailable) can be expected within two weeks.

## **Stage 3**

If the complainant feels the issue remains unresolved following a response from our Chair or Deputy Chair of Trustees, they can refer the complaint to the Fundraising Regulator. This referral must be made by the complainant within eight weeks of receiving a response from our Chair or Deputy Chair of Trustees. The Fundraising Regulator is the independent regulator of charitable fundraising. Complaints to the Fundraising Regulator can be made using the [online complaints form](#) or by calling 0300 999 3407.