

Fundraising Complaints Procedure

We are committed to honest, open, and respectful fundraising. We aim to handle all complaints fairly and quickly, in line with the *Code of Fundraising Practice (2025)*.

1. How to Make a Complaint

If you are unhappy with any aspect of our fundraising, please let us know.

You can contact us by:

- Email: info@getahead.org.uk
- Post: The Get A Head Charitable Trust, Room 23F, 4th Floor, Nuffield House, Queen Elizabeth Hospital, Birmingham B15 2WB

Please tell us:

- What happened and when
- Who was involved (if known)
- How you would like the matter resolved

2. How We Handle Complaints

When we receive a complaint, we will:

1. Acknowledge it within 5 working days.
2. Investigate it fairly and thoroughly.
3. Respond appropriately and clearly, aiming to resolve the issue within 20 working days.
4. Keep you informed if it takes longer to investigate.

We will make sure every complaint is treated with respect and without unnecessary delay.

3. If You're Not Satisfied

If you are not happy with our response, you are entitled to raise the matter with the Fundraising Regulator.

The Fundraising Regulator is the regulatory body for UK fundraising, overseeing charities and agencies compliance with the Code of Fundraising Practice. They can adjudicate on complaints relating to fundraising activities, where the complainant and charity cannot reach a resolution.

You can contact the Fundraising Regulator: Website: www.fundraisingregulator.org.uk

Please note: Complaints are required to be assessed by the charity before raising with the Fundraising Regulator.

4. Working with Fundraising Partners

If we work with any fundraising partners, they must have a clear and public complaints procedure.

If they do not, they must agree to follow ours.

5. Learning from Complaints

We regularly review complaints and use any feedback to improve how we fundraise in the future.