



## Our Fundraising Promise

We promise to be honest, fair and open about our fundraising with you, our valuable supporters. We want to reassure you that we will fundraise in a responsible way and are extremely grateful for your support. However, if you don't think we're meeting these high standards then we want you to let us know. By telling us we will have the opportunity to resolve any issues and improve how we fundraise.

## Ormiston Families' Fundraising Complaints Procedure

We are registered with the Fundraising Regulator. We are committed to best practice and we take all complaints seriously.

We are committed to providing practical, financial and emotional support to our beneficiaries. We can only do this because of our wonderful supporters and we thus want to ensure that we are compliant with regulations.

If you have a complaint or a concern about our fundraising, you can:

- Call our Income Generation team on 01473 705038
- Email us at [incomegeneration@ormistonfamilies.org.uk](mailto:incomegeneration@ormistonfamilies.org.uk)
- Write to us at Kate Higgs, Director of Income Generation and Marketing, Ormiston Families, Unit 17, The Quadrangle Centre, The Drift, Nacton Road, Ipswich IP3 9QR

We will always take your complaints seriously and treat you politely, fairly and respect your confidence

### Our complaints handling procedure:

#### First Stage

If you make a complaint by telephone, we should be able to resolve it during the call. If this is not possible, we will let you know how long it will take us to resolve it.

If you send your complaint by email or post, we will resolve it or acknowledge receipt of it within 5 working days. If the complaint is more complex, we will contact you again with a resolution within 10 working days of receipt.

#### Second Stage

Hopefully you will be satisfied with our response. However, if not, please let us know. We will then escalate your complaint to a member of our Senior Leadership team. They will lead an investigation and contact you with a resolution within 10 working days.



### **Third Stage**

If you are still unhappy, you can contact the Fundraising Regulator who will independently investigate your complaint. [You contact them on their website here.](#)