

#



#

Fundraising Complaints Procedure

As a valued supporter your views are important to us. If you feel you have a complaint to make, we will listen and take it seriously. We work tirelessly to ensure everything we do is done to an excellent standard. But we realise that sometimes not everyone will agree with what we do.

We welcome feedback, good and constructive. This helps us to improve our work and helps us improve our communication with our supporters.

If you make a complaint we will take it seriously and deal with it in a timely manner.

How to make a complaint to the Shark Trust regarding fundraising.

1) Notify us of your complaint

You may do this in one of the following ways:

Email: fundraising@sharktrust.org

Online: Via our feedback form

In writing:

Paul Cox
The Shark Trust
4 Creykes Court
The Millfields
Plymouth
Devon
PL 1 3JB

We will endeavor to resolve the problem as quickly as we can. The Managing Director will review the complaint and assess if there is a case to answer. You will be informed either way. If there is a case to answer, the complaint will be fully investigated, by the Fundraising and Engagement Officer. You can expect a response from us within the following times:

- Emails will be acknowledged within 2 working days. You will receive a full response within 14 working days of the initial acknowledgement.
- Online feedback form will receive an instant acknowledgement. You will receive a full response within 14 working days of the initial acknowledgement.
- Letters will receive a full response within 14 working days of us receiving the complaint.

2) If our response isn't satisfactory

#



If you feel our response to your complaint hasn't been resolved to your satisfaction, please respond to the staff member that investigated your complaint and ask it to be reviewed by the Managing Director.

Please clearly explain why you feel the complaint has not been properly resolved and what it is you expect from us.

The same response times as above apply.

3) Appeal Panel

If you are still not satisfied with our response, please address your appeal to:

FAO: Chair of Trustees
The Shark Trust
4 Creykes Court
The Millfields
Plymouth
Devon
PL 1 3JB

Your complaint will then be passed on to our board of Trustees, for review and consideration.

The Chair of Trustees will contact you within 15 working days of the review to inform you of the board's conclusion.

4) Taking your complaint outside the Shark Trust

If you are still not satisfied with our final response you are entitled to take your complaint to the [Fundraising Regulator](#).

The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly. It protects the public, donors and potential donors, not least those who may be vulnerable, from unacceptable fundraising practices.

Shark Trust is a member of the Fundraising Regulator and we are committed to abide by any decision they reach on complaints which are escalated to them.

Their contact details for England are:



The Fundraising Regulator
2nd Floor

#

CAN Mezzanine Building
49-51 East Road
London N1 6AH

Tel: 0300 999 3407
Email: enquiries@fundraisingregulator.org.uk

