

# FUNDRAISING COMPLAINTS POLICY

## **WHEN YOU CONTACT US**

We will acknowledge receipt of your complaint within five working days and provide a response to your complaint within ten working days of receiving it. While 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 notify you as quickly as possible.

If you believe at any point that your complaint has not been adequately addressed, you may escalate your concerns to Barbara Macpherson, Head: Philanthropy and Engagement, who will consider the matter in more detail.

If we are still unable to resolve your complaint to your satisfaction, you can contact the fundraising Standards Board, the self-regulator for fundraising in the UK, as follows:

**Website:** [www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk)

**Post:** Fundraising Standards Board, 65 Brushfield Street, London, E1 6AA

**Telephone:** 0333 321 88003

## **FUNDRAISING PROMISE**

Frontline AIDS is registered with the Fundraising Regulator and makes every effort to comply with its standards and guidance. Please note that the Fundraising standards Board can only consider complaints received within three months of the original incident. The Fundraising Standards Board will investigate your complaint within 20 working days of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within 60 calendar days, will be final and will be made public.