



## OUR COMPLAINTS POLICY

At WeSeeHope, we are committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by:

- Calling us: +44 (0) 208 288 1196
- Emailing us: [Hello@WeSeeHope.org.uk](mailto:Hello@WeSeeHope.org.uk)
- Writing to us: WeSeeHope, Unit 303, Edinburgh House, 170 Kennington Lane, London, SE11 5DP, UK

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve your complaint 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 of course let you know.

### Fundraising Activities

If you have a complaint about our fundraising activities, please let us know and, as above, we will attempt to deal with your complaint within the timeframes given.

WeSeeHope is a member of the Fundraising Regulator, the body responsible for setting and maintaining the standards for charitable fundraising in the UK, which aims to ensure that fundraising is respectful, open, honest and accountable to the public. As members of the scheme, we follow [The Code of Fundraising Practice](#) and comply with the key principles embodied in it.

The Fundraising Regulator advises that you should make your complaint to WeSeeHope directly within 12 weeks of the fundraising incident or communication of which the complaint is made. If after four weeks the matter has not been addressed, or you do not feel that your concerns have been resolved satisfactorily by us, you can refer your complaint to the Fundraising Regulator. You should do so within eight weeks as they may not be able to consider your complaint if you not raise it within this time period.

If we are unable to resolve a complaint to your satisfaction, you can ask the [Fundraising Regulator](#) to consider it by:

- Calling: +44 (0) 300 999 3407.
- Submitting your complaint through the website: <https://www.fundraisingregulator.org.uk/>
- Writing to the Fundraising Regulator: 2<sup>nd</sup> Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH, UK.

If you have any questions about our fundraising, you can contact our Head of Fundraising, Katherine, on +44 (0) 203 651 1124 or at [Katherine@WeSeeHope.org.uk](mailto:Katherine@WeSeeHope.org.uk)

*Last updated: 17<sup>th</sup> July 2019*