



WE SEE  
HOPE

## OUR COMPLAINTS POLICY

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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, PO Box 297, Tadworth, KT20 9GB

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 share the reasons for the time taken and continue to keep you updated.

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## 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 legal, open, honest and respectful 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 incident. If after four weeks the matter has not been addressed, or you do not feel that your concerns have been resolved satisfactorily, you can refer your complaint to the Fundraising Regulator. They ask that you do so within eight weeks of WeSeeHope's final response, otherwise they may not be able to consider the complaint effectively.

If we are unable to resolve a complaint to your satisfaction, you can ask the Fundraising Regulator to consider it by completing their online form: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>. If you have any difficulties doing this, you can contact them by:

- Calling: +44 (0) 300 999 3407
- Emailing: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)
- Writing to: Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW, UK

**If you have any questions about our Fundraising Promise, please contact our CEO, Mark, on at [Mark@WeSeeHope.org.uk](mailto:Mark@WeSeeHope.org.uk).**