

## **Fundraising Complaints Policy**

Education 4 Everyone is a fundraising charity and owes a debt of gratitude to all who support our work. We welcome your comments, suggestions and even your complaints!

Our intention is always to treat with respect and courtesy both our supporters and those whose support we solicit, in accordance with our 'Fundraising Promise'. Our fundraisers and fundraising consultants are required by contract to work to the Codes of Practice published by the Institute of Fundraising.

Our Data Protection Policy is available on this website: we do not share your details with others. If you set up a user account you can let us know how you would like us to contact you, what you don't like, and how often you wish to hear from us: or you can write or email and we will do our best to observe your instructions.

If you feel that in our dealing with you we have failed to reach the standards in fundraising to which we lay claim, or which you have a right to expect of us, and you wish to make a complaint, please e-mail us at [enquiries@education4everyone.org.uk](mailto:enquiries@education4everyone.org.uk). Our policy is to deal with complaints promptly, fairly and transparently.

Your complaint will be investigated by the Chairman. You will receive an acknowledgement of your complaint within 14 days and our full response within thirty days of our receipt of your complaint.

If you are dissatisfied with the Chairman's response you may take your complaint to the Fundraising Regulator within two months of receiving their letter. They will do their best to help us resolve the issue. There are full details of how to raise your concerns with the Fundraising Regulator on their website.