

The Haven Wolverhampton FUNDRAISING COMPLAINTS PROCEDURE

At The Haven, we always want to make sure all our supporters have a great experience; without your support, we simply couldn't continue to help women and children turn their lives around and leave abuse behind for good.

However, we know that there may be times when you don't have the experience you expected. When this does happen, we want to hear about it so we can deal with the situation as quickly as possible and to make sure it doesn't happen again.

We really do take complaints seriously as it's of the utmost importance to us that supporters have the experience they expect and want. We are always grateful to hear from people who are willing to take the time to help us improve.

How you can get in touch with a fundraising complaint

- By phone – 01902 904677 ext 3000
- In writing – by letter to the Fundraising Manager or by completing the form attached to this document and returning it to The Haven Wolverhampton, 18 Waterloo Road, Wolverhampton, WV1 4BL

A written complaint will be acknowledged within 5 working days of receipt. The person dealing with the complaint will seek to resolve it within 28 days. If you are not satisfied with the initial response, you can escalate the matter in writing with our Development Manager. An acknowledgement will be sent within 5 working days of receipt. The Development Manager will investigate the complaint and respond within 28 days.

If you are not satisfied with the response from the Development Manager, you can escalate the matter in writing, via The Haven's head office, with the Chief Executive. An acknowledgement will be sent within 5 working days of receipt. The Chief Executive will work alongside a Trustee of The Haven Wolverhampton to investigate the matter and respond within 28 days.

If these actions do not meet your concerns, or at any time during this process you would like to escalate your complaint beyond The Haven, you can do so via the [Fundraising Regulator](#) who will investigate your complaint and report their findings to you within 28 days. If you are still dissatisfied, you can ask the Fundraising Regulator to look again at your complaint. The Haven Wolverhampton agrees to abide by decisions made by the Fundraising Regulator.

If your concern relates to any of the following areas, please contact the [Charity Commission](#) directly:

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene The Haven Wolverhampton's trust deed or charity law
- actions that threaten to bring The Haven Wolverhampton into disrepute.

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COMPLAINT REGARDING FUNDRAISING

Please write about your complaint below and continue on the reverse if required:

Name: _____

Address: _____

Phone/email: _____

Please return this form to:

Fundraising Manager, The Haven Wolverhampton, 18 Waterloo Road, Wolverhampton, WV1 4BL

If you would like a personal response please provide your name, address and telephone number.