



## Our Fundraising Complaints Policy

Christ's Hospital is 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 to us by any of the following ways:

- **Phone:** Please call us on 01403 247588
- **Email:** [development@christs-hospital.org.uk](mailto:development@christs-hospital.org.uk)
- **Mail:** Please write to The Development Office, The Counting House, Christ's Hospital, Horsham, West Sussex, RH13 0YP.

We will acknowledge and provide an initial response to your feedback within **5 working days** of receiving it. Whilst 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 **28 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator**, the regulator for fundraisers registered in England and Wales, to consider it by:

- submitting your complaint through the Fundraising Regulator website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)
- Writing to: The Fundraising Regulator, 2nd Floor, CAN Mezzanine Old Street, 49-51 East Road, London N1 6AH
- Or Calling : 0300 999 3407