



Fundraising Complaints Procedure - External

If you want to make a complaint about the way we raise funds or any of our fundraising activities, please contact our fundraising team first.

If you do make a complaint, we will:

- Treat feedback seriously and in confidence
- Try to resolve complaints/issues promptly
- Learn from it and take action to further improve our services

You can do this by:

- calling 0300 303 1280 and asking for the fundraising team
- emailing: fundraising@thera.co.uk
- writing to the address below

Please write to:

Fundraising Complaints
Thera Trust
The West House
Alpha Court
Swingbridge Road
Grantham
NG31 7XT

Our response times to your complaint

We will try to resolve the problem as quickly as possible. We will:

- answer your calls
- acknowledge emails with an automated response
- reply to letters within 10 working days

Whichever way you contact us, you will receive a full response within 10 working days, unless the complaint is complex.

We will acknowledge complex complaints within 10 days and aim to provide a full response within 14 working days.



When the team can't resolve your complaint

If your complaint cannot be resolved by the fundraising team, we ask our Head of Fundraising to investigate.

Please write to:

Head of Fundraising
Thera Trust
The West House
Alpha Court
Swingbridge Road
Grantham
NG31 7XT

Please explain clearly why you feel that your complaint has not been properly resolved and what it is that you want us to do.

During this stage, we use the same response times as our fundraising team.

The appeal panel

If you are still not satisfied with our response, please tell the Head of Fundraising. They will pass your complaint on to an independent senior manager who will set up an appeal panel.

The panel, of three or more members, will review the complaint within the next 15 working days.

The senior manager leading the panel will then contact you with the panel's conclusions within 10 working days of the panel's review.



Taking your dispute outside Thera

If you feel our resolution of your fundraising complaint is inadequate, you can take your complaint to the Fundraising Regulator.

The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, from unacceptable fundraising practices.

Thera Trust is a member of the [Fundraising Regulator](#) and we will abide by any decision they reach on complaints.

As Thera Trust is headquartered in England, any fundraising complaints relating to activity in Scotland, Wales and Northern Ireland can also be submitted to the Fundraising Regulator complaints team.

Please contact:

The Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road
London N1 6AH

Tel: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk