



Resource

# Fundraising Complaints Policy

The National Rheumatoid Arthritis Society (NRAS) is committed to delivering a high standard of service to anyone who engages with our work.

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## Contact us

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves in relation to our fundraising activities.

You can provide your feedback by phone on 01628 823 524 (option 2), email [fundraising@nras.org.uk](mailto:fundraising@nras.org.uk) or, alternatively, you can write to the following address:

Fundraising Department, NRAS, Beechwood Suite 3, Grove Park Industrial Estate, White Waltham, Maidenhead, Berkshire, SL6 3LW

## Procedure

All complaints received will be acknowledged within 3 working days of receipt and we will aim to provide an initial response to your feedback within 10 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 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will inform you.

## Appealing against a decision

If you are not happy with the response you receive, you can escalate your concerns to the Chief Executive who will consider the matter in more detail.

If after our final response to the complaint, the matter has not been addressed or you do not feel that your concerns have been resolved satisfactorily by us, then please refer to the Fundraising Regulator.

The regulator stands up for best practice in fundraising, in order to protect donors and support the vital work of fundraisers. You should raise your concerns with the Fundraising Regulator within two months of our final communication with you.

You can contact the regulator via the below:

- Online: submitting your complaint through the Fundraising Regulators website <https://www.fundraisingregulator.org.uk/complaints/make-complaint>
- Postal: Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road, London N1 6AH
- Phone: 0300 999 3407

NRAS is registered with the Fundraising Regulator and we agree to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints made to the fundraising organisation concerned within 3 months of the original incident.

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