



Registered with



## **Tibet Relief Fund complaints procedure**

At Tibet Relief Fund we aim to maintain high standards across all of our work. We value your opinion and will listen closely if you have a complaint related to our fundraising. Your feedback is very important to us especially in the event that we get something wrong so we can improve our processes and our service to you. We are committed to building trust and empowering our supporters by welcoming any complaints and resolving them effectively.

Our complaints procedure is outlined below.

### **First stage**

You can contact us with your complaint:

- by email: [info@tibetrelieffund.co.uk](mailto:info@tibetrelieffund.co.uk)
- by phone: 020 3119 0041
- by post: Tibet Relief Fund, 2 Baltic Place, London N1 5AQ

Please give as much detail as you can about your complaint and include your contact details.

The Fundraising Manager will assess your complaint and contact you within ten working days to acknowledge receipt. We will send you a final response explaining the outcome within 28 days of receiving the complaint. We will try to resolve your complaint quickly and aim to acknowledge and resolve your complaint in the shortest time frame possible.

### **Second stage**

If you aren't satisfied with the solution we offer then you can choose to escalate your concerns to the Chief Executive of Tibet Relief Fund who will consider the matter in more detail. We will work with you to find a solution that is fair to both sides.

### **Third stage**

Should the previous stages fail to provide a satisfactory resolution to your complaint,

you can take the matter to the Fundraising Regulator, the regulatory body for fundraising standards in the UK.

You can submit your complaint:

- through the FRSB website [www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/](http://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/)
- by writing to the Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
- calling 0300 999 3407

As a member of the Fundraising Regulator, Tibet Relief Fund commits to the highest fundraising standards and agrees to abide by the decision made by the Fundraising Regulator.