

Age UK Camden Group * – Fundraising Complaints Procedure

Purpose

Age UK Camden is committed to fundraising that is legal, open, honest, and respectful. We value feedback from our supporters and the public, and we take complaints seriously as part of our commitment to continuous improvement and accountability.

Scope

This procedure applies to complaints about any fundraising activity carried out by Age UK Camden, its staff, volunteers, or third-party fundraisers acting on its behalf.

How to Make a Complaint

You can make a complaint about our fundraising activities in any of the following ways:

- **Email:** fundraising@ageukcamden.org.uk
- **Phone:** 020 7239 0400
- **Post:** Fundraising Team, Age UK Camden, Henderson Court, London NW3 6NS
- **In Person:** Speak to a member of our fundraising team at any event or office location.

Please provide as much detail as possible, including:

- The nature of the complaint
- When and where the incident occurred
- Names of any individuals involved (if known)
- Your contact details (if you wish to receive a response)

What Happens Next

1. **Acknowledgement:** We will acknowledge your complaint within **5 working days**.
2. **Investigation:** A member of our fundraising team will investigate the issue, which may involve reviewing records, speaking to staff or volunteers, and assessing compliance with the Code of Fundraising Practice.
3. **Response:** You will receive a written response within **20 working days** of your complaint being acknowledged. If more time is needed, we will let you know.
4. **Resolution:** If your complaint is upheld, we will explain what went wrong, how we plan to fix it, and what steps we are taking to prevent it happening again.

Escalation

If you are not satisfied with our response, you may escalate your complaint to the **Fundraising Regulator**:

- **Website:** www.fundraisingregulator.org.uk
- **Email:** enquiries@fundraisingregulator.org.uk
- **Phone:** 0300 999 3407

We will cooperate fully with any investigation carried out by the Fundraising Regulator and implement any recommendations they make.

Commitment to Improvement

All complaints are logged and reviewed regularly by our senior leadership team. Lessons learned are used to improve our fundraising practices and ensure we meet the standards of the Code of Fundraising Practice.

Date: 05/11/2025

Review date: 01/11/2028

* Age UK Camden Group includes Age UK Camden and its subsidiaries, i.e. Age UK City of London