Age UK Southampton - Fundraising Complaints

Stage 1

You may send your complaints to us in any of the following ways:

Telephone: Call Peter Bennie Chief Officer on 02380 368636

Email: [Peter.Bennie@ageuksouthampton.org.uk](mailto:Peter.Bennie@ageuksouthampton.org.uk)

In writing: Peter Bennie Chief Officer, etc

Stage 2

If you are not satisfied with our response please inform the Chief Officer who will ensure your complaint is passed to the Chair of Trustees

Stage 3

In the event you remain dissatisfied with the response you have received you are entitled to take your complaint to the Fundraising Regulator. This is an independent body that works to ensure that charities raising money from the public do so honestly and properly.

Their contact details are:

Fundraising Regulator, 2nd Floor, CNN Mezzanine Building, 49-51 East Road, London, N16AH.

Telephone : 0300 999 3407

Email: [enquiries@fundraisingregulator.or.uk](mailto:enquiries@fundraisingregulator.or.uk)

Website: <https://www.fundraising>regulator.org.uk/