



Chance UK Fundraising Complaints Policy

At Chance UK, we are committed to providing high-quality services and maintaining strong relationships with all our supporters, donors, partners, volunteers, and the public. However, we acknowledge that sometimes issues can arise, and we may fall short of expectations despite our best efforts. We value feedback and complaints as they present an opportunity for us to learn, improve, and rectify any mistakes we might have made. We are dedicated to handling complaints with respect, transparency, and efficiency.

How to Make a Complaint

You can make a complaint or provide feedback to Chance UK through various channels:

- Speak to a member of our Fundraising team by calling +44 (0)20 7281 5858. Our phone lines are open Monday to Friday from 9 am to 5 pm.
- Email us at admin@chanceuk.com
- Write to us at Chance UK, The London Fashion Centre, 89-93 Fonthill Rd, Finsbury Park, London N4 3JH

To ensure a prompt and thorough investigation, we request you to provide as much information as possible when submitting your complaint. Please include the following details:

- The reason for your complaint.
- Date, time, and location of the incident or concern.
- Names of any individuals involved (if known).
- The desired outcome you are hoping for.
- Your contact details (name, address, daytime telephone number, and/or email).

How We Handle Complaints

1. **Acknowledgment:** Upon receiving your complaint, we will promptly acknowledge it and inform you that we have received it. If you have submitted your complaint via email or letter, we will contact you within two working days to confirm its receipt.
2. **Investigation and Response:** We take all complaints seriously and will conduct a thorough investigation. We aim to provide a full response within 10 working days. If the matter requires more detailed examination, we will inform you and endeavour to resolve it within 30 days.

3. Escalation: If you feel that your complaint has not been adequately addressed, you have the option to escalate it to someone more senior within our organisation. We will guide you on how to proceed with the escalation process.
4. Anonymity: If you prefer to remain anonymous or do not wish to receive a response, we will still investigate and address your complaint in the same manner as any other complaint.

Contacting External Authorities

Fundraising Related Complaints:

If your complaint is related to our fundraising activities and you are dissatisfied with our response, you have the right to contact the Fundraising Regulator within two months of receiving our response. You can reach them through the following means:

Fundraising Regulator

Address: 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Tel: 03002 999 3407

Email: enquiries@fundraisingregulator.org.uk

Website: www.fundraisingregulator.org.uk

Non-Fundraising Related Complaints:

If your complaint does not pertain to fundraising and you remain unsatisfied with our response, you can contact The Charity Commission at the following address:

The Charity Commission

Address: PO Box 1227, Liverpool, L69 3UG

Tel: 0845 3000 218