

# Fundraising Practice Complaints Procedure

Red Sky Foundation is committed to high standards of fundraising practice and to treating all supporters and members of the public with respect. We welcome all feedback, positive or otherwise. We take any concerns about our fundraising activity seriously and aim to handle complaints fairly and promptly.

## How to Make a Complaint

If you wish to raise a concern about our fundraising practice, please contact us:

- **Phone:** 0191 337 1774
- **Email:** [info@redskyfoundation.org](mailto:info@redskyfoundation.org)
- **Post:** Red Sky Foundation, North Sands Business Centre, Liberty Way, Sunderland SR6 0QA

Please include your name, contact details and as much information as possible about your complaint. Anonymous complaints will be considered where sufficient information is provided, however, we will not be able to respond.

## How We Handle Complaints

### 1. Acknowledgement

- We will acknowledge receipt of your complaint within **5 working days**.

### 2. Investigation

- The complaint will be reviewed by an appropriate member of staff or a trustee who has not been directly involved in the matter.
- We may contact you for further information if needed.

### 3. Response

- We aim to provide a full response within **20 working days**.
- If more time is required, we will explain why and provide an updated timescale.

### 4. Outcome

- We will explain our findings, any actions taken, and any changes we will make as a result.

## Escalation

If you are not satisfied with our response, you may request that your complaint is reviewed by the Board of Trustees.

If you remain dissatisfied after completing our internal process, you can contact the **Fundraising Regulator**, which independently oversees fundraising standards in the UK.

Please note: Complaints are required to be assessed by the charity before raising with the Fundraising Regulator.

Fundraising Regulator 2nd Floor  
CAN Mezzanine  
49-51 East Road London

N1 6AH

0300 999 3407

[fundraisingregulator.org.uk](https://fundraisingregulator.org.uk)

## **Compliance**

Red Sky Foundation follows the **Code of Fundraising Practice** and relevant charity and data protection legislation.