

# Exeter College

## Fundraising Complaints Procedure

At Exeter College we are committed to the highest standards of fundraising practice. We work hard to ensure that all of our interactions with current and potential donors are of the highest quality. However, we recognise that there may be occasions when you wish to register a complaint. We take all complaints seriously and seek to address them quickly and appropriately. We adhere to the [Fundraising Regulator's Code of Fundraising Practice](#), and have signed up to the [Fundraising Promise](#), demonstrating our commitment to best practice.

### A Fundraising Complaint

If you believe that we have not complied with the Fundraising Promise, and therefore may be in breach of the Code of Fundraising Practice as outlined on the Fundraising Regulator's website, please raise your concerns by following the steps below.

### How to Complain

Many issues will, and indeed should, be resolved informally. This may be done by contacting the member of staff with whom you were originally in contact, or another person who is immediately concerned with the complaint that has arisen.

If an informal approach does not result in the required resolution, you should follow the procedure set out below.

Please register your complaint with us in one of the following ways:

- Email: [development@exeter.ox.ac.uk](mailto:development@exeter.ox.ac.uk)
- Post: Development & Alumni Relations Office, Exeter College, Turl Street, Oxford, OX1 3DP.

Please include your name and contact details in your email or letter so that we can get back in touch with you easily. We cannot accept complaints made anonymously.

It is much easier to investigate and resolve any complaint that is raised in a timely manner. The Fundraising Regulator recommends you should raise a complaint within 12 weeks.

Complaints received will be dealt with sensitively and confidentially with details shared only with those who need to know in order for the complaint to be investigated.

Throughout the complaint process, we will treat you fairly and with respect, keep you informed of progress, respond promptly, and let you know how to escalate a complaint if you wish to pursue it further.

We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request.

### When will we respond

We aim to acknowledge all complaints within 5 working days, and to resolve them within 20 working days. Your complaint will be fully investigated and the outcome of our investigation will be

communicated to you within 20 working days of the receipt of your complaint. If it is not possible to give a response within that timescale, we will contact you to explain why and to provide an indication of when a full response can be expected.

### If you are not satisfied

If you are not satisfied with our response, please write to us, within one month of the date of that response, and your request for a review will be dealt with by a person nominated by the Rector. That person will write to you setting out the outcome of their review and the rationale for their decision. An acknowledgement will be sent in writing within 5 days of receiving your response, and we will aim to complete the review within 25 working days.

### What to do next

If you are still not satisfied, you are welcome to contact the [Fundraising Regulator](#), who will independently review your complaint. They will provide a final response on completion of their investigation.

### Fundraising Regulator

Exeter College is registered with the [Fundraising Regulator](#) who sets and maintains the standards for charitable fundraising in the UK, ensuring that fundraising is respectful, open, honest and accountable to the public.

By College Order 20/048, this policy was approved on 17 <sup>th</sup> June 2020 with immediate effect, and was also approved for display on the website.
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