

UCCF Fundraising Complaints Procedure

UCCF is a Fellowship of students, staff and supporters. All three groups are needed to achieve our vision of giving every student in Great Britain an opportunity to hear and respond to the gospel of Jesus Christ.

UCCF is registered with the Fundraising Regulator and is committed to best practice in fundraising. We uphold the Fundraising Promise to ensure our fundraising is legal, open, honest and respectful. We hope you enjoy hearing about ways you can support UCCF's work with Christian Unions, and we are very thankful for all who partner with us in this ministry, however this document outlines what you should do if you find we have fallen short of your expectations in this area and have a complaint about our fundraising.

What to do if you have a fundraising complaint

- **Write to:** UCCF Head of Development and Communications, Blue Boar House, 5 Blue Boar Street, Oxford, OX1 4EE
- **Email:** complaints@uccf.org.uk with the subject line 'Fundraising complaint'
- **Call:** 01865 253678 (please note, the UCCF office is open Monday to Friday, 9am-5pm. Outside of these hours you can leave us a message and a contact number, and we will return your call.)

What we will do with your fundraising complaint

We will treat your fundraising complaint seriously and try to resolve the problem as quickly as possible. We will treat you politely, fairly and respect your confidence.

Stage one

We will investigate and deal with all fundraising complaints promptly. We will acknowledge receipt of the complaint within 5 working days and write to you with the outcome of the investigation within 28 days of acknowledgement of receipt of the complaint. If the fundraising complaint is complex or cannot be dealt with in this timescale then it will be acknowledged, and you will be advised of progress at regular intervals. (We will not be able to respond if your complaint is anonymous.)

Stage two

If you are not satisfied with our response, please contact us and let us know. Please explain clearly why you feel that your complaint has not been properly resolved and what it is that you want us to do. We will escalate your complaint to a Director. They will investigate and we will contact you with a resolution within 28 working days.

If you remain unsatisfied, please contact us and let us know, again explaining why you feel that your complaint has not been properly resolved and what it is that you want us to do. We will then escalate your complaint to our Chair of Trustees, who will arrange an investigation, led by a trustee. We will contact you with a resolution within 28 working days. If longer than 28 working days is needed, we will update you with in the initial 28 working days and explain why a resolution may take longer.

Stage three

If you remain dissatisfied with our response then you may refer your complaint to the Fundraising Regulator, provided that you do so within two months of our response. The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly. As a member of the Fundraising Regulator, we are committed to abide by any decision they reach on complaints which are escalated to them.

To make a complaint to the Fundraising Regulator you can contact them:

Write to: Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Online: www.fundraisingregulator.org.uk/make-a-complaint