



Respite holidays for disabled people and carers

Our Fundraising Complaints Policy

Revitalise is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes our **fundraising practices** have fallen short of the high standards we set ourselves. You can provide your feedback by phone on 0303 303 0145, email fundraising@revitalise.org.uk or, alternatively, you can write to the following address:

Fundraising Team
Revitalise Respite Holidays
240 City Road
London
EC1V 2PR

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that time frame, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to Chris Simmonds (CEO) who will consider the matter in more detail.

If we are unable to resolve your fundraising complaint to your satisfaction, you can ask the **Fundraising Regulator**, to consider it by:

- submitting your complaint through the Fundraising Regulator website <https://www.fundraisingregulator.org.uk/>
- writing to Fundraising Regulator 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH, or
- calling – 0300 999 3407

Revitalise is a member of the Fundraising Regulator and we agree to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints received within 3 months of the original incident.

The Fundraising Regulator will investigate your complaint within **20 working days** of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within **60 calendar days**, will be final and will be made public.