

## **Fundraising Complaints Policy**

Music as Therapy International is committed to treating its donors with care and consideration. However, if you have a complaint regarding fundraising activities please contact us by:

Email: [info@musicasterapy.org](mailto:info@musicasterapy.org)

Post: Mowll Street Business Centre, 11 Mowll Street, London, SW9 6BG

Telephone: 020 7735 3231

### **Internal fundraising complaints procedure**

We will acknowledge receipt of your complaint within five working days and provide a response to your complaint within 10 working days of receiving it. While we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 28 working days. If we are unable to meet that deadline due to exceptional circumstances, we will notify you as quickly as possible. Complaints should be made to us within three months of the incident complained about.

If you believe at any point that your complaint has not been adequately addressed, you may escalate your concerns to our Director, Alexia Quin, who will consider the matter in more detail.

Email: [alexiaquin@musicasterapy.org](mailto:alexiaquin@musicasterapy.org)

Post: Mowll Street Business Centre, 11 Mowll Street, London, SW9 6BG

Telephone: 020 7735 3231

If the complaint is justified, an apology will be made to the complainant by post or email. The response will set out what action will be taken to improve future fundraising activities. Action will then be taken in order to prevent any recurrence of the problem.

If the complaint is not justified, the complainant will be written to or emailed to explain that complaints are taken very seriously, but that in this case fundraising practices do not need to be changed. A reason for this position will be given. It will be made clear that if the complainant is not happy with this response they can contact the Fundraising Regulator within two months of receiving the response.

We will retain your records relating to a complaint (including all related communications) for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed).

### **The Fundraising Regulator (FR)**

Music as Therapy International is registered with the Fundraising Regulator (FR), the independent regulator of charitable fundraising in England. The registration confirms our commitment to legal requirements and best practice recommendations in all our fundraising activities. The standards we meet in our fundraising are outlined in the Code of Fundraising Practice produced by the FR. The codes can be found on their website ([www.fundraisingregulator.org.uk/code](http://www.fundraisingregulator.org.uk/code)).



Registered with  
**FUNDRAISING  
REGULATOR**

### **If we are unable to resolve your complaint to your satisfaction**

Unresolved complaints may be referred to the Fundraising Regulator. The FR will deal with all complaints that are concerned with a breach of the Code of Fundraising Practice provided that the complainant has first directed the complaint to the charity but is not satisfied with the answer received. Details of the complaints procedure can be found on the FR website ([www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)).

You can contact the Fundraising Regulator as follows:

Website: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)

Post: 2nd Floor, CAN Mezzanine, 49-51 East Road, London, N1 6AH

Telephone: 0300 999 3407

Complaints should be made to the FR within two months of the organisation's final response to a complaint. They will consider complaints made outside of this timeframe but if more than two months have passed since the matter complained about, it may not be possible for the FR to investigate effectively.

Written: March 2021