

# Fundraising complaints procedure

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As an organisation registered with the Fundraising Regulator we are committed to best practice and we take all complaints seriously.

Sevenoaks School Foundation is incredibly grateful to all those who have supported us and it is important to us that we get it right.

If you have a complaint or a concern about our fundraising you can:

- Call the Clerk to Foundation Trustees on 01732 467704
- Email [foundation@sevenoaksschool.org](mailto:foundation@sevenoaksschool.org)
- Write to:  
Clerk to Foundation Trustees  
Sevenoaks School Foundation  
High Street  
Sevenoaks  
Kent TN13 1HU

We will always treat your complaints seriously. We will treat you politely, fairly and respect your confidence.

## Our complaints handling procedure

### First Stage

If you make a complaint by telephone, we should be able to resolve it during the call. If this is not possible, we will let you know how long it will take us to resolve it.

If you complain by email or by post, we will resolve it, or acknowledge receipt of it, within 5 working days. If the complaint is more complex, we will contact you again with a resolution within 10 working days of receipt.

### Second Stage

Hopefully you will be satisfied with our response. However, if not, please let us know. We will then escalate your complaint to the Foundation Chairman. The Chairman will initiate an investigation and contact you with a resolution within 10 working days.

### Third Stage

If you are still unhappy, you can contact the Fundraising Regulator who will independently investigate your complaint.

You can contact them at: [www.fundraisingregulator.org.uk/make-a-complaint/complaints/](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/)