

Stephen Perse

Foundation

Fundraising Complaints Procedure

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1. Introduction

- 1.1. At the Stephen Perse Foundation (the “**School**”), we believe that philanthropy should be an enjoyable experience. We work hard to ensure that all of our interactions with our donors and potential donors are of the highest quality. We are registered with the [Fundraising Regulator](#), signed up to the [Fundraising Promise](#), demonstrating our commitment to best practice, and we subscribe to the [Fundraising Code of Practice](#).
- 1.2. The Fundraising Regulator is the independent regulator of charitable fundraising in the UK. It sets and promotes the standards for fundraising practice and adjudicates complaints from the public about fundraising where these cannot be resolved by the charities themselves.
- 1.3. Despite our best efforts, we recognise that there may be occasions when you wish to register a complaint. We take complaints seriously and seek to address them appropriately.

2. Do you have a fundraising complaint?

- 2.1. Fundraising complaints should pertain to an action or area which is within the remit of the School’s Development Office. 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 following the steps below.

3. How to make a complaint

- 3.1. First, please tell us about your fundraising complaint. You may register your complaint with us in either of these ways:
 - Email: development@stephenperse.com
 - Post: Development Office, Stephen Perse Foundation, Union Road, Cambridge CB2 1HF
- 3.2. Please include your name and contact details in your email or letter so that we can respond to you easily.
- 3.3. 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.
- 3.4. 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.

4. We will respond (Stage 1)

- 4.1. We aim to acknowledge all complaints within 5 working days, and to resolve them within 20 working days.
- 4.2. 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.

5. If you are not satisfied (Stage 2)

- 5.1. If you are not satisfied with our response, please let us know and your complaint will be reviewed by a member of the School’s Executive Team. The Executive Team member will write to you setting out the outcome of their review and the rationale for their decision.
- 5.2. An acknowledgement will be sent in writing within 5 days of receiving your request for a review, and we will aim to complete the review within 25 working days.

6. What to do next

- 6.1. If you are still not satisfied and would like to make a complaint to the Fundraising Regulator regarding the School, please contact them via the Fundraising Regulator’s [online complaint form](#).

7. How we will learn from fundraising complaints

- 7.1. We will regularly review any lessons to be learnt from fundraising complaints and use that learning to help us with future fundraising activity.

8. Record keeping and confidentiality

- 8.1. All records created in accordance with these procedures are managed in accordance with the School's policies that apply to the retention and destruction of records.
- 8.2. The School keeps a written record of all fundraising complaints, including the following:
- whether they were resolved by the School at Stage 1 or Stage 2;
 - the action taken by the School as a result of the complaints (regardless of whether they are upheld).
- 8.3. In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances. Correspondence and records relating to individual complaints will be kept confidential except where disclosure is required under legal authority or court order.
- 8.4. The information created in accordance with this policy may contain personal data. The School's use of this personal data will be in accordance with data protection law. The School has published privacy notices on its website which explain how the School will use personal data. In addition, staff must ensure that they follow the School's data protection policy and procedures when handling personal data created in connection with these procedures.

9. Related policies

- Policy on fundraising with and responding to people in vulnerable circumstances
- Gift Acceptance Policy

Version Control

Date of adoption of this policy	11 May 2026
Date of last review of this policy	March 2026
Date for next review of this policy	March 2028
Policy owner	Director of Development
Authorised by	Principal and Heads of Section