HEADINGTON RYE
OXFORD

Fundraising Complaints Policy

Reviewed by:	The Bursar
Date of last Review	October 2025
Next Review Date:	October 2026

Headington Rye Oxford, OX3 7TD Tel No (01865) 759100

Fundraising Complaints Procedure

At Headington Rye Oxford, we work hard to ensure that all of our interactions with current and potential donors are of the highest quality. We are registered with the Fundraising Regulator, and have signed up to the Fundraising Promise, demonstrating our commitment to best practice.

Registered with FUNDRAISING REGULATOR

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.

A Fundraising Complaint

Fundraising complaints should pertain to an action or area which is within the remit of Headington Rye Oxford'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.

How to complain

You may register your complaint with us by contacting us by:

- Email: development@headington.org
- Post: Development Office, Headington Rye Oxford, Oxford, OX3 7TD

Please include your name and contact details in your email or letter so that we can get back in touch with you easily.

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.

We will aim to respond

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

If you are not satisfied

If you are not satisfied with our response, please let us know and your complaint will be looked into by the Bursar, who will write to you setting out the outcome of their review and the rationale for their decision. An acknowledgement will be sent in writing within 5 days of receiving your response, and we will aim to complete the review within 20 working days.

What to do next

If you are still not satisfied and would like to make a complaint to the Fundraising Regulator regarding Headington Rye Oxford, please contact them via the online complaint form.

The Fundraising Regulator

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.

Headington Rye Oxford is registered with the Fundraising Regulator and subscribes to the Code of Fundraising Practice.