

ADRA-UK Complaints Procedure

The Complaints Procedure: How to Raise Your Concerns

Where your concerns relate to fundraising, you should initially contact ADRA-UK:

- through its fundraising department
- if you are not satisfied with the initial response, contact the charity's chief executive officer in writing. If you are not satisfied with this response, contact the charity's trustees.

If these options do not meet your concerns, contact the Institute of Fundraising. You will need to provide:

- details of your concerns
- details of previous contact with the charity
- any other supporting material

The Institute will examine your case and will contact you to let you know how it proposes to act on it.

The Institute will contact the charity concerned and, unless requested not to, will provide it with copies of all correspondence.

The Institute will invite the trustees of the charity to respond to the complaint and will notify you of the outcome of this action.

For more information see <http://www.institute-of-fundraising.org.uk/>