

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 Fundraising Regulator.

The Fundraising Regulator is the independent regulator of charitable fundraising, established following the cross-party review of fundraising self-regulation (2015) to strengthen the system of charity regulation and restore public trust in fundraising.

Our role of the Fundraising Regulator is to:

- Set and promote the standards for fundraising practice ('the code' and associated rulebooks) in consultation with the public, fundraising stakeholders and legislators.
- Investigate cases where fundraising practices have led to significant public concern.
- Adjudicate complaints from the public about fundraising practice, where these cannot be resolved by the charities themselves.
- Operate a fundraising preference service to enable individuals to manage their contact with charities.
- Where poor fundraising practice is judged to have taken place, recommend best practice guidance and take proportionate remedial action.

For more information see www.fundraisingregulator.org.uk