



Making change count
for homeless people

The 999 Club

Fundraising Complaints Policy

The 999 Club is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can give your feedback by phone to our Head of Fundraising on 020 8694 5797, email fundraising@999club.org or, alternatively, you can write to the following address:

Head of Fundraising
The 999 Club
21 Deptford Broadway
London
SE8 4PA

We will acknowledge and provide an initial response to your feedback within **5 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator**, the regulator for fundraising in the UK, to consider it by submitting your complaint through the Fundraising Regulator website: www.fundraisingregulator.org.uk
For further advice and information call **0300 999 3407** or email enquiries@fundraisingregulator.org.uk

The 999 Club is registered with the Fundraising Regulator and we agree to abide by its decisions. **Please note that the Fundraising Regulator can only usually consider complaints received within 12 weeks of the original incident.**

The Fundraising Regulator will consider your complaint and decide whether to investigate within **4 weeks** of receiving it. Further Investigation will be completed within **13 Weeks**. Any adjudication will be completed within **24 weeks**. For their full Complaints, Investigation and Remedies Procedure visit: <https://www.fundraisingregulator.org.uk/wp-content/uploads/2016/06/Complaints-Investigations-and-Remedies-Policy-December-2016.pdf>

Where your concerns relate to:

- Dishonest handling of funds
- Misapplication of charitable funds
- Actions that contravene the 999 Club's trust deed or charity law
- Actions that threaten to bring the name of the 999 Club into disrepute

You should contact the Charity Commission.