

### **Roundabout Fundraising Complaints Policy**

We aim to carry out all fundraising in a way that is legal, open, honest and respectful. However, we recognise that there may be occasions when we do not meet our own high standards. If this happens, we welcome feedback so that we can address concerns promptly and learn from them.

We take fundraising complaints seriously and will deal with them fairly, openly and as quickly as possible. Our aim is to respond courteously, to learn from any mistakes, and to take remedial action where necessary.

This policy applies to all fundraising carried out in Roundabout's name, including fundraising by staff, volunteers, supporters, and external event providers.

### **How to Make a Fundraising Complaint**

Fundraising complaints can be submitted by:

- **Email:** fundraising@roundaboutltd.org
- **Telephone:** 0114 253 6753
- **In writing to:**  
Fundraising and Communications Manager  
Roundabout  
The Circle  
33 Rockingham Lane  
Sheffield  
S1 4FW

### **How We Will Handle Your Complaint**

- We will acknowledge receipt of your complaint within **3 working days**, using the same method of contact unless you ask us to respond differently.
- We will record the complaint and begin an investigation.
- Complaints will normally be investigated by the **Fundraising and Communications Manager**.
- Where a complaint relates to the Fundraising and Communications Manager, it will be investigated by the **Deputy CEO**.
- We will provide a written response setting out our findings and any remedial action within **15 working days** of receiving the complaint.

### **Escalation**

- If you are not satisfied with the response, you may escalate your complaint in writing to the **Chair of Trustees**, using the address above. Please outline:
  - the details of your complaint,
  - why you are dissatisfied with the response so far, and
  - what outcome you are seeking.
- Escalated complaints will be acknowledged within **5 working days**.

- The Chair of Trustees will conduct an independent review and respond with their findings and any remedial action within **15 working days**.
- This concludes Roundabout's internal complaints process.

Learning from complaints will be used to improve fundraising practice where appropriate.

### **External Review**

If you remain dissatisfied after completing Roundabout's internal complaints process, you may contact:

- **Charity Commission**  
<https://www.gov.uk/complain-about-charity>
- **Fundraising Regulator**  
Email: [admin@fundraisingregulator.org.uk](mailto:admin@fundraisingregulator.org.uk)  
Telephone: 0300 999 3407 (Mon–Fri, 9.30am–4.30pm)  
Address: Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT

**Created:** January 2021

**Last reviewed:** January 2026

**Next review:** January 2028