

FUNDRAISING COMPLAINTS

The Retired Greyhound Trust (RGT) is a registered charity who values its supporters immensely. It is for this reason that we are members of the Fundraising Standards Board (FRSB) self-regulatory scheme.

The RGT has a clearly defined fundraising complaints process, which defines how to raise issues relating to our fundraising activities and what you can expect from us having raised your concerns. We will keep annual records of our fundraising complaints, adhere to requirements of self-regulation through the FRSB and review our complaints on an annual basis.

If you have a comment, query or complaint about our fundraising:



Write to us at: Retired Greyhound Trust, Park House, Park Terrace, Worcester Park, KT4 7JZ



Email us at: fundraising@retiredgreyhounds.co.uk



Telephone us on: 020 8335 3016

What happens to my comment, query or complaint?

- We will note your comments and share them with appropriate staff
- We will do our best to answer your queries in a timely manner
- We will manage your complaint professionally by following our complaints process

What you can expect from us:

If you...	We will...
Enquire how to complain	Explain where you can locate our fundraising complaints process and our fundraising promise, or provide you with a copy if you cannot access or locate it
Make a formal complaint	Acknowledge your complaint within 14 days of receiving it Investigate your complaint and provide you with the outcome of the complaint within 30 days of receiving the complaint. If we need more time, we will inform you of this and tell you when we aim to provide you with the outcome of our investigation.
Are unhappy with the outcome of our investigation into your complaint, you can ask us to re-look at your complaint	Review your original complaint and our investigation into your complaint and provide you with the outcome of this within 14 days of you asking us to re-look at your complaint
Are still unhappy with the outcome of your complaint you can escalate the matter to the Fundraising Standards Board (FRSB) within 2 months of receiving our final response.	Fully co-operate with the Fundraising Standards Board (FRSB) when they review your complaint.