



Huntington's
Disease
Association

Fundraising Complaints Procedure

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Fundraising Complaints Procedure

Feedback about our fundraising practices is very important to the Huntington's Disease Association. Your views are important to us and we take every bit of feedback seriously. We hold ourselves to high standards in everything we do, but sometimes we get things wrong and not everyone will agree with what we do. Where this is the case, we are committed to hearing from you about our fundraising practices and decisions. Your feedback can help us to improve our fundraising practices.

In accordance with our guidelines, we promise to protect your identity and ensure anonymity unless we have been given consent from yourself.

Please note that our Fundraising Complaints procedure sits alongside our Complaints Policy, following the same timelines outlined in that document, with the following changes regarding who to contact,

How to complain

Stage 1 – Fundraising Team

You may send your complaint to us in any of the following ways:

Call: our Fundraising Team on 0151 331 5445

Email: fundraising@hda.org.uk

Online: You can use the Contact Us page on our website - www.hda.org.uk/contact-us

Write to:

Fundraising Team
Huntington's Disease Association
Liverpool Science Park IC1
131 Mount Pleasant
Liverpool L3 5TF

We will try to resolve the problem as quickly as possible. You can expect us to acknowledge receipt of your complaint within 5 working days and respond to your complaint in full within 20 working days.

Stage 2 – Head of Fundraising

If for any reason, we have not resolved your complaint to your satisfaction, please bring the matter to the attention of our Head of Fundraising by contacting them in the following ways,

Call: 0151 482 9069

Email: fundraising@hda.org.uk

Please explain clearly why you feel that your complaint has not been properly resolved and what it is that you want us to do.

The same response times will apply as at Stage 1.

Stage 3 – If you are still not satisfied with our response, please inform the Head of Fundraising.

Your complaint will then be passed to an independent senior manager who will investigate your complaint further. They will review the complaint and respond to you with their conclusions within 20 working days.

Stage 4 – Taking your complaint outside Huntington's Disease Association (Fundraising only)

If you are dissatisfied with any of our responses, you can take your concerns to the Fundraising Regulator.

The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, not least those who may be vulnerable, from unacceptable fundraising practices.

Huntington's Disease Association is a member of the Fundraising Regulator and we are committed to abide by any decision they reach on complaints which are escalated to them. You can find out more information about the Fundraising Regulator by visiting their website - www.fundraisingregulator.org.uk/