

**GUIDANCE FOR INDIVIDUALS WISHING
TO RAISE A CONCERN OR MAKE A COMPLAINT
ABOUT CHAILEY HERITAGE FOUNDATION'S
FUNDRAISING PRACTICES**



I have a concern about how Chailey Heritage Foundation's staff and/or volunteers fundraise - what should I do?

There may be an occasion where you are unhappy with some aspects of our fundraising. This might be about the people involved, the way an event was run, concerns around financial accounting or another matter. We welcome all constructive feedback because it enables us to continually improve and learn from your experiences.

How do I raise my concern?

We would want to try and put things right immediately, so please contact us as follows:

- By phone: 01825 724 752
- By email: fundraising@chf.org.uk
- Face to face with the Fundraising Manager
- By post: Fundraising Manager
Chailey Heritage Foundation
Haywards Heath Road
North Chailey
BN8 4EF

What will happen after I have raised my concern?

Chailey Heritage Foundation has a Complaints Co-ordinator who manages the complaints process and provides a point of contact to complainants. We promise to investigate all complaints we receive in line with our Complaints Procedure as quickly and efficiently as possible. If we have got something wrong, we will put it right. You can find more by requesting a copy of our Fundraising Complaints Procedure (using the contact details above), by reading our [Compliments and Complaints Policy](#) and our [Fundraising Policy](#).

I'm not satisfied with the response - what can I do now?

We trust that any concerns on fundraising practice can be dealt with appropriately and to your satisfaction and we very much hope to be able to resolve things. However, if you are not satisfied with our response, we will escalate your complaint to a member of the Senior Management Team who will lead an investigation and will share the findings with you.

I'm still not satisfied and I wish to escalate my concerns - who should I contact?

You may raise your concerns with the Fundraising Regulator. The Fundraising Regulator helps protect donors and encourages best practice in fundraising. They also investigate complaints about poor fundraising practice. You can contact them in the following ways:

- By post: Fundraising Regulator
2nd Floor CAN Mezzanine Building
49-51 East Road
London
N1 6AH
- By phone: 0300 999 3407
- Online: www.fundraisingregulator.org.uk/more-from-us/contact-us

USEFUL INFORMATION:

Chailey Heritage Foundation
Haywards Heath Road
North Chailey
Nr Lewes
East Sussex
BN8 4EF

Tel: 01825 724 444
Email: office@chf.org.uk
Website: www.chf.org.uk

Chief Executive: Helen Hewitt

Development Director: Sally-Anne Murray

Fundraising Manager: Jenna Durdle

Complaints Co-ordinator: Pam Whiting

Complaints Policy

On request to the Complaints Co-ordinator, any member of staff, or via website:

www.chf.org.uk/policies