

Fundraising complaints

St Peter's College Development & Alumni Relations Office is committed to the highest standards in fundraising practice. We aim to be open and honest in all our communications and fundraising. We recognise that there may be occasions when you wish to register a complaint. We take complaints seriously and seek to address them quickly and appropriately. We adhere to the [Fundraising Regulator's Code of Fundraising Practice](#) and are committed to the [Fundraising Promise](#).

A fundraising complaint

If you believe that we have not complied with the [Fundraising Promise](#), and therefore may be in breach of the [Code of Fundraising Practice](#) as outlined on the Fundraising Regulator's website, please raise your concerns by following the steps below.

How to complain

Please register your complaint with us in one of the following ways:

1. Email: development.office@spc.ox.ac.uk
2. Post: Development & Alumni Relations Office, St Peter's College, New Inn Hall Street, Oxford, OX1 2DL

Please include your name and contact details in your email or letter so that we can get back in touch with you easily.

It will be much easier to investigate and resolve any complaint if it is raised in a timely manner. The Fundraising Regulator recommends you should raise a complaint within 12 weeks. We cannot accept complaints made anonymously.

Complaints received will be dealt with sensitively and confidentially with details shared only with those who need to know in order for the complaint to be investigated and to allow us to respond to any issues raised.

Please include your name and contact details in your email or letter so that we can get back in touch with you easily.

Throughout the complaint process, we will treat you fairly and with respect, keep you informed of progress, respond promptly, and let you know how to escalate a complaint if you wish to pursue it further.

We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request.

We will respond

We aim to acknowledge all complaints within 5 working days, and to resolve them within 20 working days. On receipt of a complaint an initial assessment will be made to see if can be resolved through clarification, action or an apology. If not, your complaint will be fully investigated by the Development Director and the outcome of the investigation will be communicated to you within 20 working days of the receipt of your complaint. If it is not possible to give a response within that

timescale, we will contact you to explain why and to provide an indication of when a full response can be expected.

If you are not satisfied

If you are not satisfied with our response please let us know and your complaint will be escalated to a senior level of management i.e. the Bursar or the Master. An acknowledgement will be sent to you with a timeline for resolution. The relevant manager will review the facts of the case conducting further investigation if necessary. The senior manager will write to you setting out the outcome of their review and the rationale for their decision. We will aim to complete the review within 20 working days.

What to do next

If your complaint is not satisfactorily answered at our senior management level, you are welcome to contact the [Fundraising Regulator](#), who will independently review your complaint. They will provide a final response on completion of their investigation.

The Fundraising Regulator

We are registered with the [Fundraising Regulator](#) who sets and maintains the standards for charitable fundraising in the UK, ensuring that fundraising is respectful, open, honest and accountable to the public.