

# FUNDRAISING COMPLAINTS & FEEDBACK



## We take fundraising complaints seriously and welcome your feedback

At Centrepont, we value your support and want to ensure your experience with us is positive. If something isn't right, we encourage you to reach out so we can address the issue promptly.

### HOW TO MAKE A COMPLAINT

If you would like to make a complaint in relation to Centrepont's fundraising activities, please contact our friendly Supporter Care Team. We are committed to resolving complaints within five working days.

Call us on: **0800 232320** (Monday to Friday, 9am to 5pm)

If we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days.

### WHAT IF WE CAN'T RESOLVE YOUR COMPLAINT?

If you're not satisfied with our resolution or we cannot reach one together, we are governed by the following regulators who can support with different complaints.

**Fundraising Complaints:** You can contact the Fundraising Regulator by emailing [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk), filling out the online form on their website, or calling 0300 999 3407.

**Premium Rate Text to Donate Complaints:** You can contact Ofcom using their PRS complaints form or call 0300 123 3333 or 020 7981 3040.

**Data Protection Complaints:** You can contact the ICO helpline at 0303 123 1113 or use the live chat on the ICO website (Make a complaint | ICO).

**Other Complaints:** If your complaint does not relate to fundraising, premium rate services, or data protection, you can report it to the Charity Commission.

**Your feedback helps us improve our services, and we are here to listen and assist you. Thank you for your continued support**